

Equality (Impact) Assessment Form



Organisation or Department	Chief Executives
Service Area / Section	Complaints Procedure

Section	Date Started	Reviewing officers:	Name (alphabetic order)	Job Title	Date Completed
Part A	June 2008	Lead officer(s)	Sharon Dickinson	Head of Customer Services	June 2008
		Others on the review team	Corporate Complaints Review group		
Part B	June 2008	Lead officer(s)	Sharon Dickinson	Head of Customer Services	June 2008
		Others on the review team	Corporate Complaints Review group		
Part C	June 2008	Lead officer(s)	Sharon Dickinson	Head of Customer Services	June 2008
		Others on the review team	Corporate Complaints Review group		
Part D	June 2008	Lead officer(s)	Sharon Dickinson	Head of Customer Services	June 2008
		Others on the review team	Corporate Complaints Review group		
Part E		Lead officer(s)			
		Others on the review team			

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Part A: Assessing Relevance and Prioritising Areas

List functions and policies	For which of the following parts of the general duty, in the areas of gender, disability and race does it apply?			Are there other groups that need to be considered	Priority
	1. Promoting equality of opportunity 2. Eliminating discrimination 3. Encouraging participation and positive attitudes and relations between groups			Age, class, faith, sexuality	1, 2 and 3 = high Any 2 = medium Any 1 = low
	Disability	Gender	Race	Please state which groups below:	
Review the current corporate complaints procedure and re-publish.	1, 2, 3	1, 2, 3	1, 2, 3	Age, class, faith, sexuality	High
Develop effective corporate monitoring process to enable the Council to “learn” from customer feedback.	1, 2, 3	1, 2, 3	1, 2, 3	Age, class, faith, sexuality	High
Develop CRM screens to log, track, and report on complaints.	1, 2	1, 2	1, 2	Age, class, faith, sexuality	Medium
Effectively promote the complaints procedure to residents.	1, 2, 3	1, 2, 3	1, 2, 3	Age, class, faith, sexuality	High

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Part B: Assessment of services and policies

How is your service organised?

	Answer and evidence to show this	Action Points
1. Purpose of the service	To develop an accessible and responsive complaints process for the Council that enables us to learn from feedback and improve services.	
2. List policies included in this assessment	Complaints policy CRM implementation project	
3. Please list your stakeholders and customers	Residents, workers, and visitors to Wigan; Public Services Transformation Board; Back office Council services; Partner agencies.	
4. Considering the type of service you provide and who your customers are, please outline how your service intends to communicate with different groups of people e.g. pictorial representations, tapes etc. Please ensure that priority is given to making services accessible rather than making information about services accessible. You should consider issues such as literacy, language and disability. Please refer to the Council's guidance on Plain English, Corporate standards and the Council's Translation and interpretation policy.	Customers invited to join customer focus groups (June 08). Regular updates to Public Services Transformation Board. Presentation at Manager briefing (May 08). Revised leaflet explaining the procedure and providing access to the complaints process. Improved online access to the complaints process and feedback on our performance.	
5. Please list any aspects of your functions or policies that are delivered externally	None currently.	

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or with external partners		
6. Has the procurement equality procedure been followed in each case?	N/A	
7. Please list any aspects of your functions or policies that are provided under contract for external organisations or partners	None currently.	
8. Are you aware of the other organisation's/ partner's Procurement Equality Policy and how this differs from our own policy?	N/A	
<p>9. Please list all the information gathered that might help you decide whether or not the service is being applied fairly to all social identity groups</p> <p>If you do not have sufficient data or are not confident making decisions using the existing data please see the Equality Monitoring Guidance</p>	<p>Current complaints procedure does not include monitoring of equality groups. New procedure will use CRM to log and track complaints, and enable us to disaggregate equality data to identify if the procedure is accessible, and applied equally, to all groups.</p>	<p>Implement complaint and equality monitoring of complaints via CRM.</p>

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Part B: Assessment of services and policies

Is your service provided and accessed fairly?

Consider each equality group in turn and state which aspects of your work:

- Affect some groups differently, state how and why
- Promote equality and address unmet need
- Contribute to inequality
- Encouraging participation, and positive attitudes and relations between groups

		Answer and evidence to show this	Action Points
10. Age	Affect some groups differently	Different age groups will wish to complain in different ways – number of access routes developed for the procedure.	
	Promote equality and address unmet need	Complaints will be analysed by age group to identify if there are different experiences of Council services by age group.	
	Contribute to inequality	N/A	
	Encourage participation, positive attitudes and relations between groups	Feedback from complaints procedure will be analysed to see if relates to conflict between demographic groups and services developed to address this.	
11. Class	Affect some groups differently	Different class groups will wish to complain in different ways – number of access routes developed for the procedure.	
	Promote equality and address unmet need	Complaints will be analysed by demographic group to identify if there are different experiences of Council services by class.	
	Contribute to inequality	N/A	

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	Encourage participation, positive attitudes and relations between groups	Feedback from complaints procedure will be analysed to see if relates to conflict between demographic groups and services developed to address this.	
12. Disability	Affect some groups differently	Complaint procedure is accessible to all groups and available in a range of formats. Disability groups will be consulted to identify any specific issues or barriers to using the procedure. Customers with learning disabilities will require information in alternative format (eg signed) to ensure can access the complaints service.	
	Promote equality and address unmet need	Complaints will be analysed by demographic group to identify if there are different experiences of Council services by disability.	
	Contribute to inequality	N/A	
	Encourage participation positive attitudes and relations between groups	Feedback from complaints procedure will be analysed to see if relates to conflict between demographic groups and services developed to address this.	
13. Ethnicity	Affect some groups differently	Complaint procedure can be translated on request and provided in other formats. Complaints will be analysed to identify if relate to "hate" incidents related to ethnicity.	
	Promote equality and address unmet need	Complaints will be analysed by demographic group to identify if there are different experiences of Council services by ethnicity.	
	Contribute to inequality	N/A	

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	Encourage participation, positive attitudes and relations between groups	Feedback from complaints procedure will be analysed to see if relates to conflict between demographic groups and services developed to address this.	
14. Gender	Affect some groups differently		
	Promote equality and address unmet need	Complaints will be analysed by demographic group to identify if there are different experiences of Council services by gender.	
	Contribute to inequality		
	Encourage participation, positive attitudes and relations between groups	Feedback from complaints procedure will be analysed to see if relates to conflict between demographic groups and services developed to address this.	
15. Religion	Affect some groups differently	Complaint procedure can be translated on request and provided in other formats. Complaints will be analysed to identify if relate to "hate" incidents related to faith.	
	Promote equality and address unmet need	Complaints will be analysed by demographic group to identify if there are different experiences of Council services by ethnicity.	
	Contribute to inequality	N/A	
	Encourage participation, positive attitudes and relations between groups		
16. Sex	Affect some groups differently	Complaint procedure can be translated on request and provided in other formats. Complaints will be analysed to identify if relate to "hate" incidents related to sexuality.	

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	Promote equality and address unmet need	Complaints will be analysed by demographic group to identify if there are different experiences of Council services by sexuality (where identified).	
	Contribute to inequality	N/A	
	Encourage participation positive attitudes and relations between groups		
17. Other Groups e.g. carers, homeless	Affect some groups differently		
	Promote equality and address unmet need		
	Contribute to inequality		
	Encourage participation positive attitudes and relations between groups		

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Part C: Consultation

Please see the Plain English Guidance and Consultation Toolkit for advice. Please try to organise your consultation in partnership with other departments/sections and remember to feedback afterwards.

	Answer and evidence to show this	Action Points
1. Who will you consult with?	Customers Staff Members Partners	
2. What consultation method/s will you use?	Customer focus groups. Contact with specific user groups. Briefings. Workshops. Routes to Involvement toolkit to be used.	Consultation to be carried out with staff and customers.
3. Are any groups of people likely to be missed out of the consultation? What can we do to prevent this happening?	Where the original consultation has missed groups of customers, efforts will be made to identify an appropriate contact mechanism.	
4. Are there effective mechanisms to record and analyse the consultation responses?		
5. Date (and place if applicable) of consultation		
6. Can you prove who you consulted with?		
7. Summary of consultation findings		

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8. Where can full details of the consultation findings be found?		
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Part D: Action Plan

Organisation/ Department	Chief Executives
Service Area	Corporate Complaints Procedure
Responsible Officer	Sharon Dickinson

Transfer the action points identified whilst completing the previous sections, from the consultation and any rolled over from the previous Equality (Impact) Assessment into the first column. Using the test for relevance in part A indicate a level of importance for each action point in the second column. Complete the rest of the columns outlining who will complete the task and when and how this will be measured.

Action Points	Importance	Person responsible	Start and end date	Resources (approved?)	Measure	Target
Implement complaint and equality monitoring of complaints via CRM.	High	Jan Collier	April 08 – Sept 08		Monitoring available	CRM used to monitor accessibility to complaints process

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Consultation to be carried out with staff and customers.	High	Sharon Dickinson	April 08 – Sept 08		Consultation carried out	Stakeholders have all contributed to development of process

Completed by	Sharon Dickinson	Date	5.6.08
Has the action plan been ratified? E.g. Cabinet, DMT		Date	
Have the actions been mainstreamed into the service plan?	Yes	Date	5.6.08
Who will the results of the Equality (Impact) Assessment be shared with?		Date	
How will the Equality (Impact) Assessment be published?	Website	Date	
How and when will the action plan be monitored?	Via Contact Centre Implementation Group meetings		
Date of the next assessment			

Please email your completed Equality (Impact) Assessment to the Equality Policy Officer.

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Part E: How do changes or new policies affect different groups?

	Answer and evidence to show this	Action Points
1. Function/policy		
2. Have you reviewed Parts A & B		
3. Outline any proposed changes to the policy or service		
4. How will service users be affected by these changes		

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5. Who is better off because of these changes		
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Part E: How do changes or new policies affect different groups? Continued...

	Answer and evidence to show this	Action Points
6. Who is worse off because of these changes?		
7. Who else do the changes affect?		
8. Will these changes affect the social identity groups differently? If yes please explain how and why this is appropriate.		

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9. Can any adverse impact be justified in relation to the wider aims of policy? If so explain why.		
10. What is the potential effect on community cohesion?		

Go to part C, then update part D.