

Chesterfield Borough Council

Equality Impact Assessment - Full Assessment Form

Service Area: Legal
Section: Legal
Lead Officer: Gerard Rogers

Title of the policy, project, service, function or strategy the preliminary EIA is being produced for: Policy for the Procedure on the Management of Unreasonable Complaints

Is the policy, project, service, function or strategy:

Existing
Changed
New/Proposed

STEP 1 – MAKE SURE YOU HAVE CLEAR AIMS AND OBJECTIVES

What is the aim of the policy, project, service, function or strategy?

To provide a framework that supports employees to identify an unreasonable complaint and deal with such complaints in a consistent and fair manner.

Who is the policy, project, service, function or strategy going to benefit and how?

The policy will benefit employees by providing them with a framework with which to deal with 'unreasonable' complaints. It will also ensure that all customers and complainants receive a consistent and fair response to their queries.

What outcomes do you want to achieve?

- To manage the Council's limited resources in an effort to ensure that customers have access to our limited resources in a way which is proportionate to the issues being raised and the need for other customers to be able to access the limited resources of the Council;
- To set out in an open way how we will deal with unreasonable complaints or customers, what steps we will take if action is required and who can authorise these actions so that the customer can understand the process.
- To ensure that the Council is able to provide reasonable adjustments as appropriate.

What barriers exist for both the Council and the groups/people with protected characteristics to enable these outcomes to be achieved?

The Council has limited resources, and needs to ensure that customers have fair access to them in a way which is proportionate to the issues being raised.

STEP 2 – COLLECTING YOUR INFORMATION

What existing data sources do you have to assess the impact of the policy, project, service, function or strategy?

- Historical data about resources used on ‘unreasonable’ complaints, and management of such activities.
- Best practice examples from comparable local authorities.

STEP 3 – WHAT’S THE IMPACT?

Is there an impact (positive or negative) on some groups/people with protected characteristics in the community? (think about race, disability, age, gender, religion or belief, sexual orientation and other socially excluded communities or groups). You may also need to think about sub groups within each equalities group or protected characteristics e.g. older women, younger men, disabled women etc.

Please describe the potential impacts both positive and negative and any action we are able to take to reduce negative impacts or enhance the positive impacts.

Group or Protected Characteristic	Impacts and mitigating action
Overall impact	<p>The policy ensures that the wellbeing of employees (of any protected characteristics) is protected from unreasonable behaviour.</p> <p>It also aims to ensure that all customers have fair access to the Council’s limited resources.</p>
Age – including older people and younger people.	No disproportionate impact anticipated.

Disabled people – physical, mental and sensory including learning disabled people and people living with HIV/Aids and cancer.	The policy draws attention to the provision of reasonable adjustments, and supports employees to put appropriate adjustments in place.
Gender – men, women and transgender.	No disproportionate impact anticipated.
Marital status including civil partnership.	No disproportionate impact anticipated.
Pregnant women and people on maternity/paternity. Also consider breastfeeding mothers.	No disproportionate impact anticipated.
Sexual Orientation – Heterosexual, Lesbian, gay men and bi-sexual people.	No disproportionate impact anticipated.
Ethnic Groups	The policy draws attention to the provision of translation and interpretation services, and supports employees to put appropriate provisions in place.
Religions and Beliefs including those with no religion and/or beliefs.	No disproportionate impact anticipated.
Other groups e.g. those experiencing deprivation and/or health inequalities.	No disproportionate impact anticipated.

From the information gathered above does the policy, project, service, function or strategy directly or indirectly discriminate against any particular group or protected characteristic?

Yes
No

If yes what action can be taken to stop the discrimination?

Please see the actions identified in the table above.

STEP 5 – RECOMMENDATIONS AND DECISION MAKING

How has the EIA helped to shape the policy, project, service, function or strategy or affected the recommendation or decision?

The EIA has reiterated the need for provisions within the policy for reasonable adjustments and the benefits of the policy for employees and customers in general.

STEP 6 – KNOWLEDGE MANAGEMENT AND PUBLICATION

Please note the draft EIA should be reviewed by the appropriate Head of Service/Service Manager and the Policy Service before WBR, Lead Member, Cabinet, Council reports are produced.

Reviewed by Head of Service/Service Manager

Name:

Date:

Reviewed by Policy Service

Name: Katy Marshall

Date: 6/9/16

Final version of the EIA sent to the Policy Service

Decision information sent to the Policy Service