

Stafford Borough Council

Equality Impact Assessment Form (EIA)

See Guidelines on completing Equality Impact Assessment Forms

Equality Impact Assessment	
1	Title of Function or Policy to be assessed: Corporate Comments Complaints and Compliments
2	Date: 10.03.2009
3	Name of Lead Officer: Tracy Redpath
4	EIA Team: Tracy Redpath Susan Pote
5	Head of Service: Norman Jones
6	Existing, new or review: Currently being reviewed
7	Set out the aims/objectives/purposes/outcomes of the function or policy, and give a summary of the service provided: It sets out the process whereby people can comment, complain and compliment the service. It tells them if they do make a complaint, how it will be managed and what to expect.
8	Linked policies, functions: Are there any other functions, policies or services, which might be linked with this one for the purposes of this exercise? It underpins all corporate functions, and is specifically linked to the Customer Services Charter.
9	Who is it intended to affect or benefit (the target population): The Strategy will have an effect on the whole community within Stafford Borough, i.e. <ul style="list-style-type: none">• All residents• Local businesses• Organisations• Third sector• Staff• Tourists

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	<ul style="list-style-type: none"> • Elected members • Partner organisations • Trade unions • Potential employees 			
10	Within this table, state whether the policy or function will have a positive or negative impact across the following factors and provide any comments.			
		Positive Impact	Negative Impact	Comments
	Age			<p>There are no known concerns, but there is a potential for a negative impact across each of the six strands because:</p> <ul style="list-style-type: none"> • Not all comments, complaints and compliments are recorded via the formal procedure. • Comments, complaints and compliments are not analysed across the six equality strands. • Transgender and religion/belief are not monitored. • Customer-facing staff have not received equality awareness training or training in the procedure.
	Disability			
	Gender			
	Race			
	Religion/belief			
	Sexuality			
11	What evidence do you have for the statements you have made above?			
	<p>General issues:</p> <p>Customer comments, complaints and compliments are currently monitored only if a form is filled in. A form is not completed if a comment, complaint or compliment goes direct to a named person or department either verbally, by telephone, or in writing such as emails or letters. All comments, complaints and compliments should follow a set and consistent procedure and be monitored by the Chief Executive's department however they are received e.g. email, letter, phone, fax. All data should be monitored and analysed across the six equality strands. There is a need to determine what is classed as a comment, complaint or compliment for this purpose. Staff should be made aware of the procedure and training given where applicable.</p> <p>There is no statement about the six equality strands on the form.</p> <p>Customer-facing staff, including reception staff, have not received equality awareness training or training in how to diffuse a situation.</p> <p>The procedure for making comments, complaints and compliments is not consistently readily available or clearly advertised. Customers have not been</p>			

asked if it is accessible or asked for their opinions of the procedure.

There are private interview rooms and booths in the upstairs reception. Customers also have public access to the website, with two computers available in reception. The procedure and form for comments, complaints and compliments is available on the Internet. However, privacy and help available for filling out the form is not promoted.

Age – Stafford Borough has an ageing population. Customers are encouraged to fill in the forms online. There may be issues with access to the Internet. There may also be issues with access to the Civic Centre. Customers can make a comment, complaint or compliment in other ways such as telephone and letter, but these do not currently go through the official procedures. The procedure is not advertised through other sources such as Help the Aged and Stafford and District Voluntary Service. No call back offer is made for customers wishing to make a comment, complaint or compliment and this may be offputting for disadvantaged individuals and groups.

Disability – The reception is DDA compliant and has a hearing loop. However, because staff are not trained in the procedure or equality awareness, customers may not be informed of the help available (if required) to make a comment, complaint or compliment. The website has browse allowed. The disability categories used on the monitoring form have not been checked with a suitable source to ensure they are acceptable categories.

Gender – There are always two people on reception. Male and female staff are available. However, the procedure does not explicitly state that customers can request to speak to a male or female member of staff.

Race – The document states that it is available in other languages. Translators/interpreters are available for some languages and other languages are on the Internet. There is no translation/interpretation facility for some languages, so it is unclear how some non-English speaking customers would be helped to file comments, complaints and compliments.

Religion/belief – Staff have not received equality awareness training, so it is not known if they are aware of pitfalls such as asking for Christian names. Religion/belief is not included on the monitoring form.

Sexuality – Transgender is not included on the monitoring form.

12. From evidence given at Q.11 what actions, if any, will you need to take against each of the following equality strands:

The form needs to include statements about:

- the six equality strands
- help available to fill out the forms
- availability of private interview rooms
- why it is important to hear customer comments, complaints and compliments and how this will be used to improve service delivery

- where and how customers can make a comment, complaint or compliment
- monitoring information will not be shared, in particular with a department or person that is the object of a complaint
- why monitoring data is important and how it will be used to improve service delivery

All comments, complaints and compliments should be recorded and follow the official procedure.

All comments, complaints and compliments should be analysed across the six equality strands.

All customer-facing staff, including staff at Riverway, Drummond Road, Streetscene and the Leisure Centre should have equality awareness training and training in the procedure.

The procedure should be consistently available and advertised.

Disability: Check the disability categories used.

Race: Look at how to address translation/interpretation issues for non-English speaking customers who wish to file a comment, complaint or compliment.

Gender: Explicitly state that customers can request to speak to a male or female member of staff in relation to a comment, complaint or compliment

Age: Promote the procedure through other sources e.g. Help the Aged and Stafford and District Voluntary Service.

Religion/belief: Include religion/belief on the monitoring form.

Sexuality: Include transgender on the monitoring form.

13. Briefly explain how the policy or function contributes to Community Cohesion by answering the following questions:

- How will it provide equality of access to services, information and employment?
- Does it or could it celebrate diversity?
- Will it or could it promote good relationships within and between communities?
- How will it help to prevent social exclusion?
- Will it help to reintegrate those who have become excluded?
- How will it provide good quality, inclusive services?

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There are no known concerns, but currently there is a potential for negative impact across each of the equality strands. Once the procedure has been revised it will help to provide equality of access to comments, complaints and compliments. Staff training and awareness raising could celebrate diversity. If everyone is encouraged to have a voice and use the procedure, then this feedback can be used to help meet needs, which may in turn help prevent social exclusion and provide better quality and inclusive services.

14. Consultation:

Describe what consultation has been undertaken on this function or policy, who was involved and the outcome.

No consultation to date.

Head of Service:

I am satisfied with the results of this EIA

*The findings will be referred to within Service Plans and targets built around these.

I agree to review the Action Plan after 12 Months

Signature of Head of Service:

Completion of the Toolkit:

Action Plan

Please list on this sheet the nature of any issues and any recommendation for actions that you plan to implement as a result of undertaking this Impact Assessment

Issue Identified	Action to be taken	Name Lead	Date to be Achieved

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