

Equality and Rurality Impact Assessment Form

When completing this form you will need to provide evidence that you have considered how the ‘protected characteristics’ may be impacted upon by this decision. In line with the General Equality Duty the Council must, in the exercise of its functions, have due regard for the need to:

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

This form should be completed in conjunction with the guidance document available on the Intranet

Once completed a copy should be emailed to cheryl.sloan@publicagroup.uk to be signed off by an equalities officer before being published.

1. Persons responsible for this assessment:

Names: Cheryl Sloan	
Date of assessment: 07/11/2024	Telephone: Email: cheryl.sloan@publicagroup.uk

2. Name of the policy, service, strategy, procedure or function:

Is this a new or existing one? Existing

3. Briefly describe it aims and objectives

<p>This is a new customer complaints policy that meets the requirements of the new complaints code set by the Local Government and Social Care Ombudsman. The code is issued under the Local Government and Social Care Ombudsman’s powers to provide “guidance about good administrative practice” to organisations under section 23(12A) of the Local Government Act 1974. For the Local Government and Social Care Ombudsman this Code constitutes important advice and guidance to councils, rather than instructions. Local councils are encouraged to adopt the Code as soon as they are able to do so. A failure to comply may result in findings of maladministration where local councils policies and procedures depart from the Code without sufficient explanation. The Ombudsman may also make a finding of maladministration where a local council, without good reason, does not meet the standards in the Code when responding to an individual complaint.</p>
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4. Are there any external considerations? (e.g. Legislation/government directives)

Yes, the Complaint Handling Code.

5. What evidence has helped to inform this assessment?

Source	✓	If ticked please explain what
Demographic data and other statistics, including census findings	<input type="checkbox"/>	
Recent research findings including studies of deprivation	<input type="checkbox"/>	
Results of recent consultations and surveys	X	The Ombudsman consulted with all local authorities when developing the code and the council participated in this consultation.
Results of ethnic monitoring data and any equalities data	<input type="checkbox"/>	
Anecdotal information from groups and agencies within Gloucestershire	<input type="checkbox"/>	
Comparisons between similar functions / policies elsewhere	<input type="checkbox"/>	
Analysis of audit reports and reviews	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	

6. Please specify how intend to gather evidence to fill any gaps identified above:

NA

7. Has any consultation been carried out?

Yes, through the Ombudsman

If NO please outline any planned activities

8. What level of impact either directly or indirectly will the proposal have upon the general public / staff? (Please quantify where possible)

Level of impact	Response
NO IMPACT – The proposal has no impact upon the general public/staff	<input type="checkbox"/>
LOW – Few members of the general public/staff will be affected by this proposal	X
MEDIUM – A large group of the general public/staff will be affected by this proposal	<input type="checkbox"/>
HIGH – The proposal will have an impact upon the whole community/all staff	<input type="checkbox"/>
Comments: e.g. Who will this specifically impact? The change will impact any resident who uses the formal complaints process, however, the code is aimed to improve complaint handling, including accessibility	

9. Considering the available evidence, what type of impact could this function have on any of the protected characteristics?

Negative – it could disadvantage and therefore potentially not meet the General Equality duty;

Positive – it could benefit and help meet the General Equality duty;

Neutral – neither positive nor negative impact / Not sure

	Potential Negative	Potential Positive	Neutral	Reasons	Options for mitigating adverse impacts
Age – Young People			x		
Age – Old People			x		
Disability			x		
Sex – Male			x		
Sex – Female			x		

Race including Gypsy and Travellers			x		
Religion or Belief			x		
Sexual Orientation			x		
Gender Reassignment			x		
Pregnancy and maternity			x		
Geographical impacts on one area			x		
Other Groups					
Rural considerations: ie Access to services; leisure facilities, transport; education; employment; broadband.			x		

10. Action plan (add additional lines if necessary)


Action(s)	Lead Officer	Resource	Timescale

11. Is there is anything else that you wish to add?

The new code aims to improve complaints handling and access

Declaration

I/We are satisfied that an equality impact assessment has been carried out on this policy, service, strategy, procedure or function and where an negative impact has been identified actions have been developed to lessen or negate this impact. We understand that the Equality Impact Assessment is required by the District Council and that we take responsibility for the completion and quality of this assessment.

Completed By:		Date:	
Line Manager:		Date:	
Reviewed by Corporate Equality Officer:	Cheryl Sloan 	Date:	06.02.2024