

Equality Impact Assessment Template

The purpose of an Equality Impact Assessment (EqIA) is to improve the work of Orkney Islands Council by making sure it promotes equality and does not discriminate. This assessment records the likely impact of any changes to a function, policy or plan by anticipating the consequences, and making sure that any negative impacts are eliminated or minimised and positive impacts are maximised.

1. IDENTIFICATION OF FUNCTION, POLICY OR PLAN	
Name of function/policy/plan to be assessed	Model Complaints Handling Procedure
Service/service area responsible	Corporate Services
Name of person carrying out the assessment and contact details	Fraser Bell fraser.bell@orkney.gov.uk ext. 2110
Date of assessment	8 June 2012
Is the function/policy/plan new or existing? (Please indicate also if the service is to be deleted, reduced or changed significantly)	Introduction of a model Complaints Handling Procedure to replace the Council's existing Complaints Procedure
2. INITIAL SCREENING	
What are the intended outcomes of the function/policy/plan?	Adopting an improved complaints handling procedure will deliver real operational benefits for the council as well as improving public perception and relationships with service users. By encouraging resolution of complaints, as close to the point of service delivery as possible, many customers will have their concerns resolved locally, quickly and effectively, thereby reducing the potential for escalation of the complaint to the next stage of the procedure.
State who is, or may be affected by this function/policy/plan, and how	Members of the public and council staff. It brings in a new procedure. It should improve the service provided to members of the public and reduce the workload for staff.
How have stakeholders been involved in the development of	The development of the model CHP builds on the findings and recommendations of the Crerar and Sinclair reviews and follows extensive consultation

this function/policy/plan?	with key stakeholders including SOLACE, COSLA, the Improvement Service and local authorities.
Is there any existing data and/or research relating to equalities issues in this policy area? Please summarise. e.g. consultations, national surveys, performance data, complaints, service user feedback, academic/consultants' reports, benchmarking (see equalities resources on OIC information portal)	The Complaints Standards Authority, an internal unit of the Scottish Public Services Ombudsman, oversaw the development of the model CHP for local authorities. All local authorities are required to comply with the model and compliance will be monitored by through existing regulatory structures.
Could the function/policy have a differential impact on any of the following equality strands?	(Please provide any evidence – positive impacts/benefits, negative impacts and reasons)
1. Race: this includes ethnic or national groups, colour and nationality	No
2. Sex: a man or a woman	No
3. Sexual Orientation: whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes	No
4. Gender Reassignment: the process of transitioning from one gender to another	No
5. Pregnancy and maternity	No
6. Age: people of different ages	No
7. Religion or beliefs or none (atheists)	No
8. Caring responsibilities	No
9. Marriage and Civil Partnership	No
10. Disability: people with disabilities (whether registered or not)	No

3. IMPACT ASSESSMENT	
Does the analysis above identify any differential impacts which need to be addressed?	No
How could you minimise or	Ensure the Procedure is widely available in a range of

remove any potential negative impacts?	formats and media. It is also possible for complaints to be brought by third parties on behalf of a complainant.
Do you have enough information to make a judgement? If no, what information do you require?	Yes

4. CONCLUSIONS AND PLANNED ACTION	
Is further work required?	No
What action is to be taken?	N/A
Who will undertake it?	N/A
When will it be done?	N/A
How will it be monitored? (e.g. through service plans)	N/A

Signature

Date

8 June 2012

Name FRASER BELL
(BLOCK CAPITALS)

Please sign and date this form, keep one copy and send a copy to Corporate and Community Strategy. It should also be emailed to Corporate and Community Strategy.