

Equality Analysis Form

The following questions will document the effect of your service or proposed policy, procedure, working practice, strategy or decision (hereafter referred to as 'policy') on equality, and demonstrate that you have paid due regard to the Public Sector Equality Duty.

1. RESPONSIBILITY

Department	Adult Care Services	
Service	Customer Services	
Proposed policy	ACS Complaints Policy for those in receipt of ACS service	
Date	10 th July 2012	
Officer responsible for the 'policy' and for completing the equality analysis	Name	Heather Crozier
	Post Title	Head of Customer Services
	Contact Number	0161 253 6684
	Signature	
	Date	10 th July 2012
Equality officer consulted	Name	Mary Wood
	Post Title	Principal Officer - Equalities
	Contact Number	0162 253 6795
	Signature	 24/2012
	Date	2 nd August 2012

2. AIMS

What is the purpose of the policy/service and what is it intended to achieve?	<p>The purpose of the complaints policy is to inform and guide both customers and staff through the complaints process – from receipt to conclusion</p> <p>The policy objectives are to ensure that:</p> <ul style="list-style-type: none"> • Customers and staff are clear on what to expect and what should happen if a complaint is made • Complaints are dealt with efficiently and effectively • Complainants receive a timely and appropriate response • Complaints are taken seriously and appropriate remedial action is taken when necessary
Who are the main stakeholders?	Customers of the service and/or their representatives, staff, Customer Services (ACS), Adult Care Services, Elected Members, Members of Parliament, Pennine Care NHS Trust, Pennine Acute Hospitals NHS Trust, NHS Bury, Service Providers

3. ESTABLISHING RELEVANCE TO EQUALITY

3a. Using the drop down lists below, please advise whether the policy/service has either a positive or negative effect on any groups of people with protected equality characteristics. If you answer yes to any question, please also explain why and how that group of people will be affected.

Protected equality characteristic	Positive effect (Yes/No)	Negative effect (Yes/No)	Explanation
Race	Yes	No	A complaints form and leaflet is available for customers who first language is not English. A translation or interpretation service is also available to ensure customers can make a complaint if they are not happy with a service
Disability	Yes	No	Customers are able to make a complaint by email or by telephone and complaint forms are available in large print, on audio tape, on CD or in braille. A complaints form has also been specifically designed for customers with learning disabilities in an easy read version with basic language and images. Support is also available to help customers make a complaint.
Gender	No	No	
Gender reassignment	No	No	
Age	Yes	No	Adult Social Care Services are provided to people over the age of 18 or from the age of 17 if they are making the transition from Children's Services to Adult Services. Therefore, complaints are accepted from all customers whatever their age. The majority of Adult Care customers are older and the policy enables these customers to raise concerns/complaints about the service they have received. Complaints in respect of people under 17 should be made to Children's Services who have a separate policy to deal with complaints.

Sexual orientation	No	No	
Religion or belief	No	No	
Caring responsibilities	Yes	No	The policy makes provision for customers who are carers and receiving a service from Adult Care Services in that capacity to make a complaint. Carers may also make a complaint on behalf of their cared for, as their representative and with their consent, if there is dissatisfaction with the service the cared for are receiving.
Pregnancy or maternity	No	No	
Marriage or civil partnership	No	No	

3b. Using the drop down lists below, please advise whether or not our policy/service has relevance to the Public Sector Equality Duty. If you answer yes to any question, please explain why.

General Public Sector Equality Duties	Relevance (Yes/No)	Reason for the relevance
Need to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010	Yes	The complaints policy and procedure is available to everyone who is receiving services from the Department. It will enable customers to highlight occasions to the department where discrimination, harassment or victimisation may have occurred and facilitate preventative action being taken.
Need to advance equality of opportunity between people who share a protected characteristic and those who do not (eg. by removing or minimising disadvantages or meeting needs)	Yes	The policy makes provision for customers to make complaints in a variety of ways and formats to increase accessibility for all customers. The policy allows complaints to be made about service which may highlight instances where equality of opportunity can be improved and lessons learned, which facilitates service improvement. The Learning Disabilities Partnership Board, Bury People First and Bury Gateway were consulted on the design and wording of the complaints form for customers with a learning disability to promote understanding of the process
Need to foster good relations between people who share a protected characteristic and those who do not (eg. by tackling prejudice or promoting understanding)	No	

If you answered 'YES' to any of the questions in 3a and 3b

Go straight to Question 4

If you answered 'NO' to all of the questions in 3a and 3b

Go to Question 3c and do not answer questions 4-6

3c. If you have answered 'No' to all the questions in 3a and 3b please explain why you feel that your policy/service has no relevance to equality.

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4. EQUALITY INFORMATION AND ENGAGEMENT

4a. For a service plan, please list what equality information you currently have available, **OR** for a new/changed policy or practice please list what equality information you considered and engagement you have carried out in relation to it.

Please provide a link if the information is published on the web and advise when it was last updated?

(NB. Equality information can be both qualitative and quantitative. It includes knowledge of service users, satisfaction rates, compliments and complaints, the results of surveys or other engagement activities and should be broken down by equality characteristics where relevant.)

Details of the equality information or engagement	Internet link if published	Date last updated
The complaint policy has been written in line with statutory guidance (SI 309 – The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009). However, when the complaints leaflets were drafted the Learning Disability Partnership Board, Bury		

People First and Bury Gateway were consulted and they contributed to the process.		
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4b. Are there any information gaps, and if so how do you plan to tackle them?

<p>The complaints form has a detachable equality monitoring section and when complainants complete this, the information is recorded. However, some people leave this section blank and, therefore, we plan to work with customers to encourage them to provide this information.</p> <p>Feedback on the application of this policy will be sought from individuals and representative groups.</p>
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5. CONCLUSIONS OF THE EQUALITY ANALYSIS

What will the likely overall effect of your policy/service plan be on equality?	The overall effect on equality is positive, particularly in respect of race, disability, age and caring responsibilities and has relevance in terms of the eliminating discrimination and advancing equality of opportunity elements of the public sector equality duty. The complaints policy will help to support customers who are dissatisfied with a service they are in receipt of from Adult Care Services.
If you identified any negative effects (see questions 3a) or discrimination what measures have you put in place to remove or mitigate them?	
Have you identified any further ways that you can advance equality of opportunity and/or foster good relations? If so, please give details.	Encourage customer feedback, encourage completion of equality monitoring information to allow analysis to assess accessibility for all groups and consider use of complaints satisfaction surveys.
What steps do you intend to take now in respect of the implementation of your policy/service plan?	<p>Implement the Complaints Policy with effect from 1 September 2012 subject to Cabinet approval.</p> <p>Include details of the policy on Council's intranet and internet pages and email to staff.</p> <p>Promote the policy with individuals receiving (or seeking to access) Adult Care Services, their carers and representative groups.</p>

	Monitor compliance with the policy. Demonstrate lessons learned and service improvement
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6. MONITORING AND REVIEW

If you intend to proceed with your policy/service plan, please detail what monitoring arrangements (if appropriate) you will put in place to monitor the ongoing effects. Please also state when the policy/service plan will be reviewed.

The policy is based on statutory regulations and will be reviewed in 2 years time or sooner if there are legislative changes
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COPIES OF THIS EQUALITY ANALYSIS FORM SHOULD BE ATTACHED TO ANY REPORTS/SERVICE PLANS AND ALSO SENT TO THE EQUALITY INBOX (equality@bury.gov.uk) FOR PUBLICATION.