

# Equality Analysis Form

By completing this form you will provide evidence of how your service is helping to meet Stroud District Council's General Equality duty:

The Equality Act 2010 states that:

*A public authority must, in the exercise of its functions, have **due regard** to the need to –*

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by 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.*

The protected characteristics are listed in Question 9

Stroud District Equality data can be found at:

<https://inform.glos.ac.uk/equality-and-diversity/>

Please see Appendix 1 for a good example of a completed EIA.

**Guidance available on the HUB**

## 1. Persons responsible for this assessment:

Name(s): Owen Chandler	Telephone: N/A
	E-Mail: <a href="mailto:owen.chandler@stroud.gov.uk">owen.chandler@stroud.gov.uk</a>
Service: Corporate Policy & Governance	Date of Assessment: 2023-02-06

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

Complaints & Feedback Policy

Is this new or an existing one?

## 3. Briefly describe its aims and objectives

- To modernise the SDC complaints policy ensuring it aligns with best practice of our key regulators the Local Government Ombudsman and Housing Ombudsman
- To ensure that the policy reflects SDC processes
- To improve the consistency of complaints management across the organisation
- Improving the experience for customers and businesses when giving feedback and the

management of feedback for our services To improve the long-term awareness and learning from the reporting of informal complaints which do not reach the threshold of a stage 1 complaint but have an impact on Officers and Customers and Businesses

#### **4. Are there external considerations? (Legislation / government directive, etc)**

- This policy, as it will be used by all services of the Council, was written in consideration of any regulations required of service areas. The policy is flexible enough to provide a consistent framework across the organisation while enabling services to comply with their own legislative requirements.
- The Local Government Ombudsman acts under part III of the 1974 Act. The investigation of complaints, which it states is limited to complaints from members of the public alleging they have suffered injustice as a result of maladministration and/or service failure.
- The Housing Ombudsman Scheme is approved by the Secretary of State under section 51 of, and Schedule 2 to, the Housing Act 1996 as amended by the Localism Act 2011 and the Building Safety Act 2022 (the Act).
- Customers of the local authority may engage the Human Rights Act 1998 if they believe we have breached their rights.
- The Equality Act 2010 says public authorities must comply with the public sector equality duty. This is in addition to their duty not to discriminate against any of the 9 protected characteristics.

#### **5. Who is intended to benefit from it and in what way?**

All users of council services are expected to benefit, due to the simplification and clarification that this reviewed policy provides for customers and officers of the Council. The reviewed policy also reflects current SDC processes and will be an accurate reference document for complainants to assess our performance and understand their options.

#### **6. What outcomes are expected?**

The adoption of this new policy will improve reporting across the Council leading to greater insight into the issues which our customers are passionate about and the services they value. We also expect greater consistency of experience across the Council as all services will adopt the new policy at the same time.

#### **7. What evidence has been used for this assessment?: (eg Research, previous consultations, Inform (MAIDEN); Google assessments carried out by other Authorities)**

Assessment is based on historic SDC complaints data and feedback from operational staff. The new policy is in accordance with the Ombudsman's guidance, the SDC Council Plan and is based on best practice across the private and public sectors.

#### **8. Has any consultation been carried out? See list of possible consultees**

This is an operational document and consultation has predominantly been internal. We have consulted the EDI working group, SLT, LMT, a selection of officers and a group of SDC tenants who often engage with project work.

**9. Could a particular group be affected differently in either a negative or positive way?**  
*(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)*

Protected Group	Type of impact, reason and any evidence (from Q7 & 8)
<b>Age, Disability, Gender Re-assignment, Pregnancy &amp; Maternity, Race, Religion – Belief, Sex, Sexual Orientation, Marriage &amp; Civil Partnership, Rural Considerations</b>	Neutral – For all characteristics the policy will not have any direct effects. It facilitates the management of any complaints and feedback raised in relation to them but neither prejudices against or directly benefits any group, individual or entity. As with the current complaints policy, customers can self-report if feedback relates to a protected characteristic.
<b>Disability</b>	Neutral – We have ensured that we have multiple contact channels available to support accessibility requirements and have a specific support section in the policy to outline how we can accommodate individual's needs. The service standards are available in an easy read version which highlights how to make a complaint.

**10. If you have identified a negative impact in question 9, what actions have you undertaken or do you plan to undertake to lessen or negate this impact?**

**Please transfer any actions to your Service Action plan on Excelsis.**

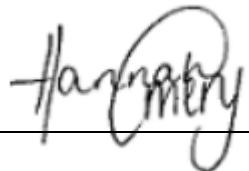
Action(s):	Lead officer	Resource	Timescale

**Declaration**

I/We are satisfied that an Impact Assessment has been carried out on this policy, service, strategy, procedure or function \* (delete those which do not apply) and where a 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

<b>Completed by:</b> Owen Chandler	Date: 2023-02-06
<b>Role:</b> Information Governance Officer	
<b>Countersigned by Head of Service/Director:</b> Hannah Emery	Date: 2023-03-23

A handwritten signature in black ink, appearing to read "Hannah Emery".

**Date for Review:** Please forward an electronic copy to eka.nowakowska@stroud.gov.uk