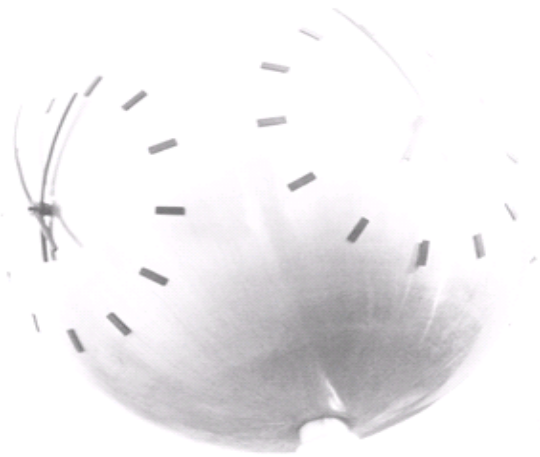


Basildon Borough Council

Customer Services Service Impact Assessment March 2017



A Service Impact Assessment (SIA) is an assessment tool that helps to ensure that the Council promotes equality and does not discriminate against our staff, service users or residents. It is a way of making sure that teams and services think carefully about the impact of functions, policies, projects, decisions, strategies, service provision, activities etc on different groups based on their protected characteristics. These protected characteristics (also known as protected groups) are listed under the Equality Act 2010 as race, sex, religion/belief, disability, sexual orientation, gender reassignment, pregnancy & maternity, marriage & civil partnerships and age. SIAs also help the authority to demonstrate 'due regard' when making decisions. This is a requirement of the equalities legislation and is currently the area the council is most likely to receive a challenge on equalities grounds. In Basildon we also use SIAs to address other issues such as Human Rights, Community Cohesion, socio-economic, health inequalities, issues relating to part time workers, carers etc as part of best practice.

There are 5 sections to complete in total, (See Flow Chart Appendix 1, Page 11)

Section 1 is purely information required on those who are likely to be affected.

Section 2 requires you to enter baseline data,

Section 3 requires you to assess against the protected groups, community cohesion, Human Rights

Section 4 & 5 requires you act on your outcomes and finalise your decision based on consultation outcomes following findings of negative impact.

The SIA is a live document which can be updated at anytime during the development and implementation stages of your project, policy, strategy, service provision etc. The best time to undertake an SIA is when you have a draft policy, project proposal or outline of service provision. You should use the SIA to inform the final end product. If a project changes direction, it is also critical to review the SIA to make sure the new direction does not adversely impact on the protected groups.

What is meant by impact?

There are three possible impacts that can happen:

1. A **negative or adverse impact** is when the impact of a policy/project could disadvantage one of the groups mentioned above. This could be differential, where the negative impact on one group is likely to be bigger than on another. For example, if an event is held in a building with no access for people with mobility difficulties, this could have a negative or adverse impact on attendees who have mobility difficulties, such as wheelchair users, people with pushchairs, people with zimmer frames etc.
2. An impact that will benefit an equality target group is a **positive impact**. This could improve equal opportunities or community cohesion. There may also be a differential impact, where the positive impact on one particular group is likely to be greater than on another. For example, a health programme targeting Somali residents would have a positive differential impact on Somali people compared to other ethnic groups, but it would not have a negative impact on other groups.
3. A **neutral impact** where there is no likely change and therefore no potential impact on any of the protected groups

What do you require to undertake an SIA

Baseline data: This is any data that relates to the people who are likely to be impacted by your service, functions, policy, project etc. It could include their profile based on the protected characteristic, feedback from consultations/surveys and any information including anecdotal that is available

Joint Arrangements and Partnership Working

When working on joint policies, it is the service lead that should be ultimately responsible for the SIA. Even in partnership arrangements, we must be able to demonstrate that Basildon Borough Council as an organisation is fulfilling our duties even where we are not the lead organisation. When contractors are delivering services on our behalf, we have to ensure that they are delivering accessible, discrimination free services. 'Due regard' is non-delegable and the onus remains with us as a council.

SECTION 1

Service Impact Assessment for	Revised Complaints, Comments and Compliments Policy
Department:	Customer Services
Service area:	Customer Services
Name of lead assessing officer:	Tom Walker
Job title:	Manager of Customer Services
Telephone number	6689

What are you assessing?

Policy/Strategy.....

New or Proposed Design.....

Project. (SIA to be completed on Verto)

Changing/Updating

Service.....

Review of existing

Function.....

Decision.....

Other please specify _____

Has this been through an SIA Challenge Yes No
 (Contact Inclusion & Diversity for information on challenge)

SECTION 1 – INFORMATION ON ITEM UNDER ASSESSMENT

Section 1a) Please give a brief description of the item being assessed

- Brief description:

To develop a revised complaints, comments and compliments policy which applies to all services that are provided directly by the Council and those for which the Council has responsibility for, but are delivered through business and partners who are contracted and employed on behalf of the Council to carry out services directly to residents.

- Aims and Objectives:

- To maintain high standards of service and to reflect the Council's desire to do so
- To provide a clear, accessible and flexible process that forms part of a service provision and does not overwhelm individuals
- To deliver the right outcomes for customers at the right time and where is deemed possible
- To reduce costs
- To provide a complaints, comments and compliments policy that aligns to the objectives of the Council's corporate plan and the ambitions of the Customer Strategy
- To provide and manage a centralised high-quality customer feedback system
- For customers' views to be used to improve the long-term design and delivery of Council services, policies, procedures and practices
- Improve the consistency and co-ordination across services
- To identify user satisfaction and reflect the Council's desire to provide a good quality service

- Who will it impact on?

- All service users – residents will have a revised approach to how they provide feedback. It remains similar to the previous policy, however has been slightly adjusted.
- Staff – staff will have to work in a different way, due to having to work within the new framework and procedures that have been set out.
- Local partners – how to seek and receive feedback, so that they are able to use the feedback to understand what they are doing well with and what may need improving on.
- Councillors – Councillors will be asked to guide constituents to use the process that has been put into place.

Section 1b) Has any other local authority or similar service provider implemented the item under assessment?

Yes No

If yes we strongly advise that you contact that authority/service provider and obtain a copy of their impact assessment and monitoring data outlining equalities related successes or concerns.

Section 1c) Will this item be carried out wholly or partly by contractors/subcontractors

Yes No

If yes have you included Equality & Human Rights considerations into the contract?

Equality Yes No

Human Rights Yes No

N/A

Please speak with James Henderson if needed- contract lead.

Section 1d) Have those identified in question Q1a been consulted or involved in the development of the item under assessment?

Yes No

If Yes, can you give details of the consultation including methods and outcomes

Consultations have involved the Diversity forum to determine the effect that the revised policy will have on Basildon Council residents. A Cabinet Member discussion has also taken place to discuss the policy in detail and whether there were any further additions to be made to the policy. Several sessions of a Cross Party Member Scrutiny Working Group was also held, which included contributions and amendments based on their feedback.

Consultations have also included an Officer Working Group, to discuss the policy thoroughly and for any details that need to be altered or added to be followed through. A team of Officers were also liaised with within the CSC to ensure the policy was suitable. The outcome to these allowed for any alterations to be made that were deemed appropriate, before the final decision was made on the revised policy being complete.

In addition to the above, staff will receive an update to the revised complaints, comments and compliments policy via email so that they are aware of the changes that are taking place and how it may affect them, and updates through corporate communications.

If No, when are you going to involve or consult those identified in Q1? (add this as an action in your Improvement plan 1, stating timescales and consider whether you have enough information to complete the impact assessment)

SECTION 2 –BASELINE DATA

Section 2) In relation to those identified in Q1a do you have any data the protected equality groups or other groups that will be affected by the item under assessment?

Groups	Baseline data staff	Baseline data community
i) People from different racial ethnic groups (gypsies & travellers, refugees & asylum seekers)		Yes
ii) people of different sex (male or female)		Yes
iii) People from different religions or beliefs		Yes
iv) Disabled People (for example, physically disabled: (including wheelchair user), sensory impairment, mental health conditions, learning difficulties		Yes
v) People of different ages		Yes
vi) People of various sexual orientation (lesbian, gay, bisexual and heterosexual)		Yes

Section 2) In relation to those identified in Q1a do you have any data the protected equality groups or other groups that will be affected by the item under assessment?

Groups	Baseline data staff	Baseline data community
vii) People who have undergone or are undergoing gender-reassignment		Yes
viii) Marriage & Civil Partnership		Yes
ix) Pregnancy or maternity		Yes
x) Carers		Yes
xi) Part time workers		
xii) Other (Socio Economic issues, ex-offenders etc)		

SECTION 3 – ASSESS LIKELY IMPACT ON EQUALITY GROUPS, HUMAN RIGHTS AND COMMUNITY COHESION

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	<i>Don't know (consultation required – add to Initial Assessment Plan)</i>
Race and culture	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	Attended Basildon Diversity forum to receive feedback on the revised policy (Complete). Ensure team are well briefed on utilising translation, large print and braille telephone line. Ensure the team have an understanding of the revised policy framework.	<ul style="list-style-type: none"> - Translation and guidance is provided on the final page of the revised policy to allow individuals to easily access Basildon Council services. - Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. - Advocacy approach is set out 		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know <i>(consultation required – add to Initial Assessment Plan)</i>
			in the document. -Consistent process for all stakeholders involved.		
Sex	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.		- Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. - Consistent process for all stakeholders involved.		
Disability	None anticipated – we will continue to provide services that	Continue to provide full training programme for	- Translation and guidance is provided on the		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	<i>Don't know (consultation required – add to Initial Assessment Plan)</i>
	<p>are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.</p>	<p>advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.</p>	<p>final page of the revised policy to allow individuals to easily access Basildon Council services.</p> <ul style="list-style-type: none"> - Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. - Advocacy approach is set out in the document. - Consistent process for all stakeholders involved. 		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	<i>Don't know (consultation required – add to Initial Assessment Plan)</i>
Sexual Orientation	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.	<ul style="list-style-type: none"> - Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. - Consistent process for all stakeholders involved. 		
Religion	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are	<ul style="list-style-type: none"> - Translation and guidance is provided on the final page of the revised policy to allow individuals to easily access 		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	<i>Don't know (consultation required – add to Initial Assessment Plan)</i>
	improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	able to give the guidance to those that have difficulty with accessing specific channels through training.	Basildon Council services. - Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. - Consistent process for all stakeholders involved.		
Age	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure	- Through the revised policy we will have a further enhanced analysis of complaints trends, and how		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know <i>(consultation required – add to Initial Assessment Plan)</i>
	police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.	we can improve, decrease or eliminate such incidents occurring in the future. - Advocacy approach is set out in the document. - Consistent process for all stakeholders involved.		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	<i>Don't know (consultation required – add to Initial Assessment Plan)</i>
Gender Reassignment	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.	- Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. - Consistent process for all stakeholders involved.		
Marriage & Civil Partnership	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new	Continue to provide full training programme for advisors, including on Unconscious Bias.	- Through the revised policy we will have a further enhanced analysis of complaints trends, and how		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know <i>(consultation required – add to Initial Assessment Plan)</i>
	police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.		we can improve, decrease or eliminate such incidents occurring in the future. - Consistent process for all stakeholders involved.		
Pregnancy & Maternity	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing	- Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future.		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know <i>(consultation required – add to Initial Assessment Plan)</i>
	customer satisfaction.	specific channels through training.	- Consistent process for all stakeholders involved.		
Carers	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.	- Translation and guidance is provided on the final page of the revised policy to allow individuals to easily access Basildon Council services. - Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring		


Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know <i>(consultation required – add to Initial Assessment Plan)</i>
			in the future. - Advocacy approach is set out in the document. - Consistent process for all stakeholders involved.		
Socio-economic	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.	- Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. - Advocacy approach is set out in the document. - Consistent		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know (consultation required – add to Initial Assessment Plan)
			process for all stakeholders involved.		
Health	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.	Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.	<ul style="list-style-type: none"> - Translation and guidance is provided on the final page of the revised policy to allow individuals to easily access Basildon Council services. - Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, decrease or eliminate such incidents occurring in the future. 		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	<i>Don't know (consultation required – add to Initial Assessment Plan)</i>
			<ul style="list-style-type: none"> - Advocacy approach is set out in the document. - Consistent process for all stakeholders involved. 		
<p>Human Rights</p>  <p>Human Rights Standards.pdf</p>	<p>None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer satisfaction.</p>	<p>Continue to provide full training programme for advisors including on Unconscious Bias. To ensure that advisors are able to give the guidance to those that have difficulty with accessing specific channels through training.</p>	<ul style="list-style-type: none"> - Translation and guidance is provided on the final page of the revised policy to allow individuals to easily access Basildon Council services. - Through the revised policy we will have a further enhanced analysis of complaints trends, and how we can improve, 		

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know <i>(consultation required – add to Initial Assessment Plan)</i>
			decrease or eliminate such incidents occurring in the future. - Advocacy approach is set out in the document. - Consistent process for all stakeholders involved.		
Other (Offenders, parts-time workers etc, low literacy, geographical position)	None anticipated – we will continue to provide services that are fair and consistent to all residents. The new police will support the improvement of Basildon Council's services and culture, as well as increase customer				

Section 3 a) Could the item under assessment in the way it is implemented/applied have a negative impact on any protected equality groups or other groups think about community and staff?

Group	<i>Describe any negative impact or inequality to the best of your knowledge</i>	<i>Identify any possible solutions to eliminate or reduce negative impact</i>	<i>Describe any positive impact</i>	<i>Describe and neutral impact</i>	Don't know (consultation required – add to Initial Assessment Plan)
	satisfaction.				

SECTION 3b) – COMMUNITY COHESION

Section 3b) How will the item under assessment help to foster good relations? Explain.

The item under assessment will help to foster good relations through the revised policy setting out a clear outline of outputs appropriate to its framework. With a consistent approach, good relations will become apparent as there will be no discrepancies. This will be due to the policy being distributed to all that need to view it, allowing all individuals to follow the same outline.

The process sets out a clear process for customers and staff to follow, allowing all that are involved with a complaint, comment or compliment to have understanding of how the procedure will work and what objectives/acknowledgement needs to be carried out. From the revised policy being implemented it offers a fair opportunity for all that provide service feedback, so that they feel that they are able to have their opinion and are being actively listened to by Basildon Council.

In the provision of feedback this will also help Basildon Council and others build on a learning process of when they do something wrong and how they can improve from this in their services or eliminate such an incident occurring in the future. Receiving feedback will also increase learning in something that has been positively recognised within a service that provided within the Basildon Community Hub or Basildon Council offices.

SECTION 4: OUTCOMES OF YOUR ASSESSMENT

<p>Outcome 1. You do not have enough data on all relevant groups to come to a conclusion. You must seek data or consult with the relevant groups</p>	<p>Next steps: (To be entered into SIA Action Plan with timescales)</p> <ul style="list-style-type: none"> • Collect relevant baseline data • Consult with relevant groups to collect data • Continue undertaking the Impact Assessment
<p>Outcome 2: Potential (negative impact) to one or more protected characteristics has been found but you can easily adjust or amend item to remove the barrier.</p>	<p>Next steps: (To be entered into SIA Action Plan with timescales)</p> <ul style="list-style-type: none"> • Give details of how you are going to amend or adjust policy to address the negative impact • Monitor item under assessment to ensure that there is no future impact on protected groups and others • Set a review date to ensure • Communicate the findings of the SIA
<p>Outcome 3: Negative impact has been found. It is not easy to adjust or amend item. You may or may not have options/ideas as to how the negative impact can be amended. Enter the issues found and the planned consultation into the SIA Action Plan. You need to consult with the relevant group and enter any issues/ actions following the consultation into the SIA Action Plan.</p>	<p>Next steps: (Enter consultation information into SIA Action Plan with timescales)</p> <ul style="list-style-type: none"> • Give details of findings and options/ideas • Consult with relevant group on your options/ideas or to establish a solution • Complete Final Assessment Improvement Plan outlining the results of consultation and your final decision • Monitor item under assessment to ensure that there is no future impact on protected groups and others • Set a review date to ensure • Communicate the findings of the SIA

<p>Outcome 4: Unlawful discrimination has been found and the item should be removed, stopped or changed. Seek legal advice or speak to the Inclusion & Diversity team.</p> <p>STOP, change or remove item:</p>	<p>Next steps: (To be entered into SIA Action Plan with timescales)</p> <ul style="list-style-type: none"> • Give details unlawful discrimination and what you will do to remove it and include this in the Initial action plan • Monitor item under assessment to ensure that there is no future impact on protected groups and others • Set a review date to ensure • Communicate the findings of the SIA
<p>Outcome 5: This is an initial SIA which will be updated as the item under assessment progresses. There is no adverse impact identified at this stage</p>	<p>Next Steps:</p> <ul style="list-style-type: none"> • Enter the action to update the SIA as the item under assessment progresses into the action plan section along with any other identified actions at this stage. • Complete section 5 if you have changed the item under assessment as a result of consultation where negative impact had been identified or where there was no data

SECTION 5 – MAKING A FINAL DECISION

<p>Section 5a). What consultation have you undertaken in relation to the negative impact/no data available (include Human rights, community cohesion where relevant).</p>
<p>Consultation undertaken on negative impact or where there has been no data: N/A- please see 5b for relevant information.</p> <p>Findings: N/A- please see 5b for relevant information.</p> <p>List evidence of consultation and state where this can be found: (For example minutes of meetings, questionnaires, presentations etc)</p> <ul style="list-style-type: none"> • Diversity Forum attended – 20th January 2017 • Scrutiny Working Group attended – 11th January 2017 • Officer Working Group attended – 19th December 2017, 24th February 2017, 30th March 2017 • Cabinet Member briefing attended – ongoing January – March 2017

Q5b) Based on the consultation what changes will be made to the item under assessment to address negative impact? If no changes can be made, you must justify why and provide any relevant evidence.

Changes made as a result of consultation:

No changes can be made

X

Justification

In relation to negative impact from the item under assessment being that of the Complaints, Comments and Compliments policy, there were none to be brought to attention, however consultations were upheld to ensure that the policy and its framework were agreed before it was finalised.

These consultations included that of; the Diversity Forum, Cabinet Member Discussion, Cross Party Member Scrutiny Working Group, Officer Working Group and team of officers were liaised with within the CSC.

Staff will receive a communication via email in terms of the update of this policy, to allow them to familiarise themselves with the document and to know how this will affect them in their individual role or within a department.

Section 5c) Taking everything into account what is your final decision?

The final decision is that this policy will continue to go ahead, due to the review and update of this policy being at its due date.

5 d) NEXT STEPS

Next steps:

- Any final amendments to be entered into Final Assessment improvement plan with timescales
- Communicate your final decision
- Monitor item under assessment to ensure that there is no future impact on protected groups and others
- Set a review date to ensure

Service Impact Assessment Action Plan. List the nature of any adverse impact (issues) and recommendations (actions) that you plan to implement as a result of this assessment. This should include Community Cohesion findings if relevant.

Department:

Title of Service Impact Assessment:

Lead assessing officer responsible:

Issues identified (Outcomes)	Actions Required	Timescale	Costs	Officer Responsible	Comments	Date Completed
Communication	Email all members of staff of the revised Complaints, Comments and Compliments policy when it has been approved – setting out what has changed.	TBC	N/A	-Tom Walker		
Communication	Update Basildon Council website to allow access to the general public into the revised policy document.	TBC	N/A	-Tom Walker -Hanan Wahby -I.T		
Training	Staff to undertake training into the new complaints framework/procedure if it is deemed necessary.	TBC	N/A	-Tom Walker -Learning & Organisational Development Department -James Quinn		

Final Assessment Sign off

Approval of I & D department (please allow two weeks turnaround) :

I & D team signature:

Date

Name and Signature of Service Manager:

T Walker

Date 27th March 2017

Name and Signature of Director / Head of Service:

G Blakemore

Date 27th March 2017

If an Action Plan is required at this stage, please ensure that the I & D Department approves the SIA and improvement plan prior to sign off by the

APPENDIX 1

