

# Customer Access Review – Full Assessment

Assessment details	
Assessment area	Corporate Complaints Procedure
Date of assessment	26 November 2019
Directorate and Service	Strategic Directorate (Internal Services) – Legal Services
Manager	Marie Kelly-Stone - Head of Legal Services
Officer conducting assessment	Marie Kelly-Stone - Head of Legal Services
Step 1: Scoping the assessment	
1	<p><b>What are the aims and objectives of the activity or proposal?</b></p> <p>The Council's Corporate Complaints Procedure provides a corporate approach to complaints handling.</p>
2	<p><b>Who will be affected?</b></p> <p>Service users/complainants</p>
3	<p><b>How does the activity or proposal contribute to:</b></p> <p>a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?</p> <p>Contributes to the Corporate Plan objectives:</p> <ul style="list-style-type: none"> <li>• “To deliver high quality services, offering value for money and demonstrating customer satisfaction and a culture of continuous improvement.”</li> <li>• “To inform and consult residents and stakeholders about Council services.”</li> </ul>
4	<p><b>Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?</b></p> <p>The Local Government Ombudsman (LGO) and Housing Ombudsman set requirements to respond to complaints and have issued guidance to local authorities on operating a complaints system, good administrative practice, financial remedies and managing unreasonable complainant behaviour. The Council has adopted a detailed corporate complaints procedure within the LGO's framework and guidelines.</p>
Step 2: Information collection	
<p>Note: Equality and Diversity information for Dartford can be found at <a href="http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data">http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data</a></p>	
5	<p><b>What do you know about the groups of people who will be affected?</b> i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)</p> <p>The Council collects and reports on equality information (voluntary supplied by complainants) through the Corporate Complaints Procedure annual report to the Audit Board.</p>

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<b>6</b>	<b>What consultation has taken place with affected groups? Please describe who was consulted and the key findings</b>	None			
<b>7</b>	<b>Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?</b>	No			
<b>Step 3: Assessing the equality impact</b>					
<b>8</b>	<b>Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the General Equality Duty:</b>  <b>a) tackling unlawful discrimination</b> <b>b) promoting equality of opportunity</b> <b>c) promoting good relations</b>  <u>NOTES:</u> <ul style="list-style-type: none"> <li>The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration</li> <li>For existing activities, consider how they are working in practice for each relevant protected group</li> <li>For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group</li> <li>If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9</li> <li>If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9</li> </ul>				
		<b>POSITIVE IMPACTS</b>	<b>NEGATIVE IMPACTS</b>	<b>NO IMPACT</b>	<b>UNKNOWN</b>
<b>a</b>	<b>Age</b>	Information not required		<input type="checkbox"/>	<input type="checkbox"/>
<b>b</b>	<b>Disability</b>	The Council requires complaints to be in writing, but will make a reasonable adjustment for complainants under the Equality Act 2010. This may include accepting a verbal complaint. The Council may also respond in a particular format which is accessible to the disabled person, such as braille, large print, email or audio formats or may use a		<input type="checkbox"/>	<input type="checkbox"/>

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		translation service where English is not the complainants main language.			
<b>c</b>	<b>Gender (including reassignment)</b>	Gender neutral		<input type="checkbox"/>	<input type="checkbox"/>
<b>d</b>	<b>Race</b>	The complaints leaflet features the translation strapline and complainants can request information in different formats.		<input type="checkbox"/>	<input type="checkbox"/>
<b>e</b>	<b>Religion/Belief</b>	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
<b>f</b>	<b>Sexual Orientation</b>	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
<b>g</b>	<b>Pregnancy/Maternity</b>	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
<b>9</b>	<b>If 'no impact' or 'unknown' was selected, please explain</b>				
<b>10</b>	<b>If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups</b>	Not applicable			
<b>11</b>	<b>Any other comments</b>	Non-discrimination provisions are referred to in the Corporate Complaints Procedure.			

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**Step 4: Action plan**

**11. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:**  
 a) any gaps in information and consultation  
 b) how any negative impacts on equality will be mitigated or eradicated

**a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?**

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer

**b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?**

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer

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<b>Step 5: Decision making and future monitoring</b>		
<b>13</b>	<b>Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?</b>	Management Team - Sarah Martin –Strategic Director (Internal Services)
<b>14</b>	<b>How will you continue to monitor the impact of the activity or proposal on the equality groups?</b>	Monitoring of equality information received through the complaints process.
<b>15</b>	<b>When will you review this Customer Access Review?</b>	Every three years
<b>Step 6: Final steps</b>		
<b>16</b>	<b>Once this Customer Access Review has been approved, send this assessment to the Policy &amp; Projects Officer</b>	
<b>17</b>	<b>If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report</b>	
<b>18</b>	<b>Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded</b>	