



Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

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

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool email Helen Crowther, Equality and Anti-Poverty Officer at equalities@cambridge.gov.uk or phone 01223 457046. Once you have drafted the EqIA please send this to equalities@cambridge.gov.uk for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, (graham.saint@cambridge.gov.uk or 01223 457044).

1. Title of strategy, policy, plan, project, contract or major change to your service:

Annual Complaints Report 2017-18

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)

<https://www.cambridge.gov.uk/compliments-complaints-and-suggestions>

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?

- 1.1 This report provides an analysis of the complaints and compliments received by the Council under the Corporate Complaints, Compliments and Comments procedure.
- 1.2 The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services.
- 1.3 The report also highlights those areas of good practice within the Council and seeks to identify topics and trends in relation to comments made by members of the public so that the Council can also take action where appropriate to improve services
- 1.4 The report is published on the CCC website following Civic Affairs Committee.
- 1.5 The report also recommends a change to the Councils response target time from seven to ten working days.

4. Responsible Service

Customer Services

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick those that apply)

- Residents of Cambridge City
- Visitors to Cambridge City
- Staff

Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):

6. What type of strategy, policy, plan, project, contract or major change to your service is this? (Please tick)

- New
- Major change
- Minor change

7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)

- No
- Yes (Please provide details):

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

Civic Affairs – 10 October 2018

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

Complaints were analysed to identify any key themes or trends across all services. Equality and Diversity is a theme which can be recorded by case owners when resolving a case. There was no trend found across complaints, however two complaints relating to Equality and Diversity were raised. One related to benefit decision letters being difficult to read, and the other related to a lack of diversity across Senior Management level. Both complaints were resolved at stage one and not escalated further. The change of target time from 7 to 10 working days was discussed with heads of service and directors. The complaints mentioned here were recorded as relating to Equality and Diversity by customers when submitting their complaints. This does not mean that these are all the complaints we have received where equality and diversity is relevant. However, the cases flagged in this EqIA are the cases that have been sent to the Equalities Officer at the Council.

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age

Note that this refers to any group of people of a particular age (e.g. 32 year-olds) , or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and vulnerable adults

There is no impact specific to this equality group

(b) Disability

Note that a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

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Note that a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Customers are able to submit a complaint through a number of channels to limit any restrictions when contacting us that may relate to disability (e.g. disabled people more likely than non-disabled people to be digitally excluded and people with disabilities relating to mobility might have difficulties in visiting our offices to meet face-to-face). Channels include, face to face, letter, online form, over the telephone and E-mail. The annual report will be available to view on the CCC website at the end of the year. (For more information on accessibility features of our website, please see: <https://www.cambridge.gov.uk/accessibility>) Alternatively customers can visit Mandela House or specific community centres to use the self-serve computers. Also, the report can be printed if necessary (and provided in large print for people with sight difficulties). One complaint was received relating to benefit decision letters being difficult to understand.

(c) Gender reassignment

There is no impact specific to this equality group

(d) Marriage and civil partnership

There is no impact specific to this equality group

(e) Pregnancy and maternity

There is no impact specific to this equality group

(f) Race

Note that the protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

There is no impact specific to this equality group. One complaint was received relating to a lack of ethnic minorities being represented at Senior Management level.

(g) Religion or belief

There is no impact specific to this equality group

(h) Sex

There is no impact specific to this equality group

(i) Sexual orientation

There is no impact specific to this equality group

(j) Other factors that may lead to inequality – in particular – please consider the impact of any changes on low income groups or those experiencing the impacts of poverty

The complaints report is anonymous and any issues raised cannot be attributed to any individual. People on low incomes are more likely to be digitally excluded and can make a complaint face to face or over the phone. They can also request a printed copy of the annual report on complaints or, where they do not have IT equipment but have skills to use it, can visit Mandela House or specific community centres to use self-service IT. One of the biggest increases in complaints on last year related to Parking services and an increase of parking charges.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)

Themes and trends will be monitored when reporting monthly and quarterly. Any equalities issues will be addressed when they are discovered, and if this means a policy, procedure or practice is changed as a result, an EqlA will be produced in order to identify any further equality impacts. Residents raising complaints will be advised of the new timescale when they log the complaint, and receive an auto-response thanking them for their contact.

12. Do you have any additional comments?

Customers are able to submit a complaint through a number of channels to limit any restrictions when contacting us. Channels include, face to face, letter, online form, over the telephone and E-mail. The annual report will be available to view on the CCC website at the end of the year. The report can be printed if necessary. Alternatively customers can visit Mandela House or specific community centres to use the self-serve computers.

13. Sign off

Name and job title of lead officer for this equality impact assessment: Tony Stead

Names and job titles of other assessment team members and people consulted: N/A

Date of EqlA sign off: 03/10/18

Date of next review of the equalities impact assessment: 10/9/19

All EqlAs need to be sent to Helen Crowther, Equality and Anti-Poverty Officer. Has this been sent to Helen Crowther?

Yes

No

Date to be published on Cambridge City Council website:

