



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

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

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 – 9 October 2019

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. No trends were found across complaints.

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

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. <https://www.cambridge.gov.uk/accessibility>

(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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(c) Gender reassignment

There is no obvious impact

(d) Marriage and civil partnership

There is no obvious impact

(e) Pregnancy and maternity

There is no obvious impact

(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 obvious impact

(g) Religion or belief

There is no obvious impact

(h) Sex

There is no obvious impact

(i) Sexual orientation

There is no obvious impact

(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.

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 as they are discovered.

12. Do you have any additional comments?

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 EqIA sign off:

Date of next review of the equalities impact assessment:

All EqIAs 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: