

## Worcestershire County Council Equality Impact Assessment Simplified Desktop Screening

This exercise is not an Equality Impact Assessment. It is a simplified desktop exercise designed to establish if there is a need to carry out a full assessment.

<b>Part One:</b> basic information needed to identify the policy/function and to prepare for the screening.		
1.1	Directorate and Section/Unit.	Corporate Services Directorate – Consumer Relations Unit
1.2	Title or brief description of the policy/function being screened.	Corporate Representations Procedure
1.3	To which section of the Directorate or Corporate “business/service plan” does this relate?	N/A
1.4	Are there any related policies/functions? If so what are they?	None
1.5	Screening carried out by	Annette Stock, Complaints Manager
1.6	Date of screening	9/07
1.7	What is the policy or function trying to achieve?	Providing an accessible and understandable procedure for members of the public to submit complaints, comments and compliments relating to council services
1.8	What are the specific outcome measures?	Satisfactory resolution of complaints, responses to comments and compliments, service improvement through learning
1.9	Who is formally responsible for ensuring the delivery of this policy/function?	Annette Stock, Complaints Manager and Judy Armitage, Customer Services Officer
1.10	Who is responsible for leading the delivery if different from 1.9?	
1.11	Are there any priorities within this policy/function? If so what are they?	Complaints have priority. Timescales apply at all stages. No service area has priority over another
1.12	Has any consultation, explicitly on the policy/function, taken place? If so who was consulted and when?	Cross Directorate Working Group Unison COMB Elected Members Local Government Ombudsman All before procedure was implemented
1.13	Is equality monitoring in place for	Yes

this policy/function?	
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<b>Part two:</b> the test to see if further action is required. For the purpose of this exercise concentrate on the impact on people of differing race, sex, disability, age, religion or belief and sexual orientation.				
		Yes	No	Details
2.1	Is there any way in which the policy/function is directly discriminatory or in breach of the Council's Equality and Diversity Policy?		No	
2.2	Are there any barriers to people from minority groups getting the full benefit of this policy/function which have not been resolved as part of the policy/function?		No	
2.3	Are there any other ways the policy/function could unintentionally deliver poorer quality outcomes for individuals because they were members of a minority group?		No	Unless they disadvantage themselves by refusing or failing to take up the offer of translation/interpretation service and their first language or disability prevents them from understanding the process and information in the format in which it is provided
2.4	Could people from minority groups reasonably believe that they would be likely to get poorer benefits from the policy/function?		No	
		↓	→	If the answer to any of these questions is yes or "could be yes" then you <b>must</b> take action. If the issue is straightforward remedy it <b>now</b> so the answer changes to no. If it cannot be remedied now or there are outstanding issues you should go on to a full EIA.