

Equality Impact Assessment Template

Before carrying out an Equalities Impact Assessment (EIA), you should familiarise yourself with the [guidance](#). This document should be in **plain English**, include **Stakeholder** involvement and be able to stand up to **scrutiny** (local and/or court) if/when challenged to ensure we have met the councils public sector equality duty.

An Equality Impact Assessment (EIA) should be completed when you are considering:

- developing, reviewing or removing policies
- developing, reviewing or removing strategies
- developing, reviewing or removing services
- developing, reviewing or removing a council function/system
- commencing any project/programme

Assessor(s) Name and job title:	
Helen Babington: Adult Social Care Nominated Complaints Officer	
Directorate and Team/School Name:	
Adult Social Care and Community Wellbeing	
Name, aim, objective and expected outcome of the programme/ activity:	
<p>Name: Complaints Policy (Adult Social Care)</p> <p>Aim: The policy explains in detail who can make a complaint, how long it may take to investigate and what will and will not be investigated.</p> <p>Objective: The objective of writing a policy is to explain, clarify and publish the Isle of Wight Council's (IWC) position regarding making complaints within any area of adult social care. The guidance explains how IWC investigates adult social care complaints if individuals are unhappy with the service they receive and what actions the council will take to resolve those concerns.</p> <p>Expected outcome: It is expected that by providing this information to island residents will improve and assist individuals locating the information and advice they will require in order to make a complaint and helpful links to assist them.</p>	
	Reason for Equality Impact Assessment (tick as appropriate)
**This is a policy review /strategy/service/system function proposal **	Yes
This is a proposal for a change to a policy/strategy/service/system function proposal function (<i>check whether the original decision was equality impact assessed</i>)	

Removal of a policy/strategy/service/system function proposal								
Commencing any project/programme								
Equality and Diversity considerations								
Describe the ways in which the groups below may be impacted by your activity (prior to mitigation). The impact may be negative, positive or no impact.								
Protected Characteristic	Negative, positive or no impact (before mitigation/intervention) and why?	Does the proposal have the potential to cause unlawful discrimination (is it possible that the proposal may exclude/restrict this group from obtaining services or limit their participation in any aspect of public life?)	How will you advance the equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not.	What concerns have been raised to date during consultation (or early discussions) and what action taken to date?	What evidence, analysis or data has been used to substantiate your answer?	Are there any gaps in evidence to properly assess the impact? How will this be addressed?	How will you make communication accessible for this group?	What adjustments have been put in place to reduce/advance the inequality? (Where it cannot be diminished, can this be legally justified?)
Age (restrictions/difficulties both younger/older)	None	The process will be applied equitably to ensure that we meet the needs of the diverse range of people aged over 18 years of age who meet the criteria for this particular policy	The process will be applied equitably to ensure that we meet the needs of the diverse range of people aged over 18 years of age	None	During 2021-2022 there were no recorded numbers of complaints received by adult social care regarding this	None	The process will be applied equitably to ensure that we meet the needs of the diverse range of people aged over 18 years of age who meet the criteria for this	The process will be applied equitably to ensure that we meet the needs of the diverse range of people aged over 18 years of age who meet the criteria for this particular

		regardless of their age.	who meet the criteria for this particular policy regardless of their age.		protected characteristic. In 2022 the information available on iwight.com was refreshed in an attempt to make the information available on the internet more easily available.		particular policy regardless of their age.	policy regardless of their age.
Disability a) Physical b) Mental health (must respond to both a & b)	None	The process will be applied equitably to ensure that we meet the needs of the diverse range of people who meet the criteria regardless of their disability.	The process will be applied equitably to ensure that we meet the needs of the diverse range of people who meet the criteria regardless of their disability.	None	During 2021-2022 there were no recorded numbers of complaints received by adult social care regarding this protected characteristic. In 2022 the information available on iwight.com		The process will be applied equitably to ensure that we meet the needs of the diverse range of people who meet the criteria regardless of their disability.	The process will be applied equitably to ensure that we meet the needs of the diverse range of people who meet the criteria regardless of their disability.

					was refreshed in an attempt to make the information available on the internet more easily available.			
Race (including ethnicity and nationality)	None	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's race or ethnic background.	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's race or ethnic background.	None	<p>During 2021-2022 there were no recorded numbers of complaints received by adult social care regarding this protected characteristic.</p> <p>In 2022 the information available on iwight.com was refreshed in an attempt to make the information available on the internet more easily available.</p>	None	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's race or ethnic background.	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's race or ethnic background.

<p>Religion or belief (different faith groups/those without a faith)</p>	<p>None</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's religion or belief.</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's religion or belief.</p>	<p>None</p>	<p>During 2021-2022 there were no recorded numbers of complaints received by adult social care regarding this protected characteristic.</p> <p>In 2022 the information available on iwight.com was refreshed in an attempt to make the information available on the internet more easily available.</p>	<p>None</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's religion or belief.</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's religion or belief.</p>
<p>Sex (Including Trans and non-binary – is your language inclusive of trans and non-binary people?)</p>	<p>None</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and</p>	<p>None</p>	<p>During 2021-2022 there were no recorded numbers of complaints received by adult social</p>	<p>None</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with</p>

		equity irrespective of a person's gender.	transparent manner and applied with equity irrespective of a person's gender.		care regarding this protected characteristic. In 2022 the information available on iwight.com was refreshed in an attempt to make the information available on the internet more easily available.		applied with equity irrespective of a person's gender.	equity irrespective of a person's gender.
Sexual orientation (is your language inclusive of LGB groups?)	None	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's sexual orientation.	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's sexual orientation.	None	During 2021-2022 there were no recorded numbers of complaints received by adult social care regarding this protected characteristic. In 2022 the information available on iwight.com	None	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's sexual orientation.	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's sexual orientation.

					was refreshed in an attempt to make the information available on the internet more easily available.			
Pregnancy and maternity	None	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's pregnancy or maternity status.	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's pregnancy or maternity status.	None	<p>During 2021-2022 there were no recorded numbers of complaints received by adult social care regarding this protected characteristic.</p> <p>In 2022 the information available on iwight.com was refreshed in an attempt to make the information available on the internet more easily available.</p>	None	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's pregnancy or maternity status.	The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's pregnancy or maternity status.

<p>Marriage and Civil Partnership</p>	<p>None</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's marriage or civil partnership status.</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's marriage or civil partnership status.</p>	<p>None</p>	<p>During 2021-2022 there were no recorded numbers of complaints received by adult social care regarding this protected characteristic.</p> <p>In 2022 the information available on iwight.com was refreshed in an attempt to make the information available on the internet more easily available.</p>	<p>None</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's marriage or civil partnership status.</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with equity irrespective of a person's marriage or civil partnership status.</p>
<p>Gender reassignment</p>	<p>None</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and</p>	<p>None</p>	<p>During 2021-2022 there were no recorded numbers of complaints received by adult social</p>		<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and</p>	<p>The policy will ensure that procedures followed and decisions made are carried out in a consistent and transparent manner and applied with</p>

		equity irrespective of a person's status with regard to gender reassignment.	transparent manner and applied with equity irrespective of a person's status with regard to gender reassignment.		care regarding this protected characteristic. In 2022 the information available on iwight.com was refreshed in an attempt to make the information available on the internet more easily available.	None	applied with equity irrespective of a person's status with regard to gender reassignment.	equity irrespective of a person's status with regard to gender reassignment.
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In order to identify the needs of the groups, you will need to review data, statistics, user feedback, population data, complaints data, staffing data (SAPHRreports@iow.gov.uk), community/client data, feedback from focus groups etc. When assessing the impact, the assessment should come from an evidence base and not through opinion or self-knowledge.

H. Review

How are you engaging people with a wide range of protected characteristics in the development, review and/or monitoring of the programme/ activity?

Date of next review: **April 2023**

H. Sign-off

Head of Service/Director/Headteacher sign off & date:

Name: **Laura Gaudion**

Date:

Legal sign off & date:

Name: **Justin Thorne**

Date: