



Uttlesford District Council Equality & Health Impact Assessment (EqHIA)

Document control

Title of activity:	Complaints Policy
Lead officer:	Simone Russell, Strategic Director, Housing, Environment and Communities
Approved by:	CMT
Date completed:	21/11/2024
Scheduled date for review:	2027

Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	No
---	----

When the EqHIA is completed send a copy to the following email address - EqHIA@Uttlesford.gov.uk

1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact your Divisional Equality Lead. Please refer to the Guidance in Appendix 1 on how to complete this form. **When EqHIA is completed send a copy to the following email address EqHIA@Uttlesford.gov.uk**

About your activity

1	Title of activity	Housing Complaints Policy which addresses all aspects of complaint handling.		
2	Type of activity	Complaint handling seeking to ensure the Council can be held to account for the way it deals with complaints.		
3	Scope of activity	<p>The policy provides details about timescales, stages, how the Council aims to investigate complaints as well as the approach it will take to trying to put things right when things go wrong.</p> <p>The policy also aims to enable consistency in complaint handling as well as ensuring the Council can be held to account for the way it deals with complaints.</p>		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	Yes	If the answer to <u>any</u> of these questions is 'YES', please continue to question 5.	If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.
4b	Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?	Yes		
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	No		
5	If you answered YES:	Please complete the EqHIA in Section 2 of this document. Please see Appendix 1 for Guidance.		
6	If you answered NO:			

Completed by:	Anthony Alexander, Housing Policy and Research Officer. Housing, Environment and Communities
----------------------	---

Date:	22/11/2024

2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

Background/context:
<p>The policy sets out how customers can submit feedback and complaints, plus details of what can be expected from these processes. The Council aims to identify and put right where something has gone wrong, and to learn from the feedback and complaints that we receive.</p> <p>The policy also outlines measures that we may choose to put in place in response to managing unacceptable behaviour in respect of unreasonably persistent complainants.</p>

Who will be affected by the activity?
Residents providing feedback about either about service failure or to provide compliments.

Protected Characteristic - Age: Consider the full range of age groups	
<i>Please tick (✓) the relevant box:</i>	Overall impact:
Positive	There are no issues in respect of age.
Neutral	The council’s target operating model is digital by default, however UDC recognizes that older people may not have access to digital technology. There is a need to ensure that these people are not excluded from feedback and complaints processes.
Negative	<p>The council will continue to accept feedback and complaints that are submitted through other communications channels.</p> <p>The policy signposts those who require assistance to self-serve to call the Uttlesford contact centre, who will be able to assist.</p> <p>If a customer finds it difficult to make a complaint, they will be signposted to Age Concern or to Citizens Advice to provide independent help in composing their complaint.</p>

<p>Evidence:</p> <p>Of the 91,341 people living in Uttlesford on Census Day, 20.2 percent (18,430) were aged 65 and over. This compares to 18.4 percent aged 65 and over for England.</p> <p>Since 2011, Uttlesford has seen a 35.8 percent increase in those aged 65 and over.</p> <p>An ageing population has the potential to increase demand on services. This may include an increasing number of people with dementia.</p>
<p>Sources used:</p> <p>Essex Insight - A profile of people living in Uttlesford April 2016 Organizational Intelligence LG Inform</p>

Protected Characteristic - Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions	
<i>Please tick (✓) the relevant box:</i>	Overall impact:
Positive	<p>Customers can be supported by the Customer Services team to make a complaint if they use the contact details provided.</p> <p>If a customer needs independent advice, they will be signposted to an independent Support Agency such as Citizens Advice, Shelter, and Age UK.</p> <p>This aspect of the policy acts to ensure that disabled people are not excluded from our feedback and complaints processes.</p> <p>Examples of reasonable adjustments that could be made include (but are not limited to): use of a particular communication method that best suits the customer’s needs, provision (for example, large print, Braille, coloured paper).</p>
Neutral	
Negative	
<p>Evidence:</p> <p>2011 census data shows that 13.65% of people within Uttlesford have a physical or mental disability.</p>	
<p>Sources used:</p> <p>LG Inform</p>	

Protected Characteristic - Sex/gender: Consider both men and women	
<i>Please tick (✓) the relevant box:</i>	Overall impact:

Positive		There are no specific issues in respect of people from different genders.
Neutral	√	
Negative		
Evidence:		
Uttlesford - Gender Population (2021 Census) Female – 51.2% Male – 48.8%		
Sources used:		
Essex Insight - A profile of people living in Uttlesford LG Inform		

Protected Characteristic - Ethnicity/race: Consider the impact on different ethnic groups and nationalities		
<i>Please tick (✓) the relevant box:</i>		Overall impact: There are no specific issues in respect of Race. The reference to reasonable adjustments indicates the Council's approach to adapting our processes to avoid or correct any disadvantage that may be experienced by those with protected characteristics, including people for whom English may not be their first language. Including use of third-party advocates. This includes a reference on the website about how if you need to get this website in a language other than English, you can translate our web pages for free using the Google online translation or other tools. This aspect of the policy could therefore ensure that people of different nationalities and language users are not excluded from our feedback and complaints processes.
Positive		
Neutral		
Negative	√	
Evidence:		
More broadly, the proportion of people in Uttlesford stating their ethnicity as 'not white' (any not white category) is 5.5% of these respondents 11.1% were 'non white UK'. As at the 2021 Census, in Uttlesford, 0.4% of all residents self-reported that they could not speak English well or at all, which equates to 324 residents. The national average proportion of people who cannot speak English is 1.3%. In terms of self-reporting, few residents indicate that language may be a barrier.		

Sources used:

LG Inform

Protected Characteristic - Religion/faith: Consider people from different religions or beliefs including those with no religion or belief	
<i>Please tick (✓) the relevant box:</i>	
Positive	
Neutral	✓
Negative	
Overall impact:	
There are no specific issues in respect of people from different religions or beliefs including those with no religion or belief.	
Evidence:	
None	
Sources used:	

Protected Characteristic - Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual	
<i>Please tick (✓) the relevant box:</i>	
Positive	
Neutral	✓
Negative	
Overall impact:	
There are no specific issues in respect of people who are heterosexual, lesbian, gay or bisexual.	
Evidence:	
None	
Sources used:	

Protected Characteristic - Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth	
<i>Please tick (✓) the relevant box:</i>	
Positive	
Overall impact:	
There are no specific issues in respect of gender re-assignment.	

Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
Sources used:		

Protected Characteristic - Marriage/civil partnership: Consider people in a marriage or civil partnership		
<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive	<input type="checkbox"/>	There are no specific issues in respect of Marriage/civil partnership.
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
None		
Sources used:		

Protected Characteristic - Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave		
<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive	<input type="checkbox"/>	There are no specific issues in respect of pregnancy, maternity and paternity.
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
None		

Sources used:

Socio-economic status: Consider those who are from low income or financially excluded backgrounds

<i>Please tick (✓) the relevant box:</i>		Overall impact: There are no specific issues in respect of those who are from low income or financially excluded backgrounds. <i>*Expand box as required</i>
Positive		
Neutral	✓	
Negative		

Evidence:

Higher than average number of economically inactive adults.

The distribution would suggest that there are a significant number of affluent areas in Uttlesford and none that are deprived. Uttlesford is ranked 300 out of 326 local authorities in England on overall deprivation (where 1 is the highest level of deprivation).

**Expand box as required*

Sources used:

Essex Insight
A profile of people living in Uttlesford
April 2016 Organizational Intelligence

**Expand box as required*

Health & Wellbeing Impact: Consider both short and long-term impacts of the activity on a person’s physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.

<i>Please tick (✓) all the relevant boxes that apply:</i>		Overall impact: There are no specific issues anticipated in respect of health and wellbeing impacts. <i>*Expand box as required</i>
Positive		
Neutral	✓	
Negative		

Do you consider that a more in-depth HIA is required as a result of this brief assessment? Please tick (✓) the relevant box

Yes No

Evidence:

Sources used:

**Expand box as required*

Guidance: Outcome of the Assessment

The policy provides a slight amendment of an existing one. Extending the timescale for addressing stage 2 complaints and referring to the Managing Unacceptable Behaviour Policy.




In order to limit any negative impacts, the following guidance is suggested.

- Consider the individual circumstances of the customer.
- Ensure that reasonable adjustments are made where appropriate.

3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

	1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u>		Proceed with implementation of your activity
<input checked="" type="checkbox"/>	2. The EqHIA identified some <u>negative impact</u> which still needs <u>to be addressed</u>		COMPLETE SECTION 4: Complete action plan and finalise the EqHIA
	3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level		Stop and remove the activity or revise the activity thoroughly . Complete an EqHIA on the revised proposal.

4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
Disability	Positive impact	<p>The Customer Services Team can support making a complaint.</p> <p>Signposting an independent Support Agency such as Citizens Advice, Shelter, and Age UK.</p>	Annual monitoring proposed to see who is impacted by the policy.	<p>Complaints are reviewed on an ongoing monthly and quarterly basis.</p> <p>An annual complaints report is produced.</p>	Simone Russell

		<p>Examples of reasonable adjustments that could be made include (but are not limited to): use of a particular communication method that best suits the customer's needs, provision (for example, large print, Braille, coloured paper).</p>			
Age	Negative impact	<p>Uttlesford contact centre will be able to assist in making complaints.</p> <p>Signposting to Age Concern or to Citizens Advice to provide independent help in composing</p>	Annual monitoring proposed to see who is impacted by the policy.	<p>Complaints are reviewed on an ongoing monthly and quarterly basis.</p> <p>An annual complaints report is produced.</p>	Simone Russell

		their complaint.			
Race/Ethnicity		<p>Ensure reference to use of Google translate (or other translation tools) to translate Uttlesford web pages is prominent. This resource is free.</p> <p>A new Translation and Interpreting service is due for launch imminently at Uttlesford.</p>	Annual monitoring proposed to see who is impacted by the policy.	<p>Complaints are reviewed on an ongoing monthly and quarterly basis.</p> <p>An annual complaints report is produced.</p>	Simone Russell

Add further rows as necessary.

* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts

** Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

5. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for the next review; and who will be reviewing it.

Review:

The EqHIA should be reviewed at the end of the next policy review. This provisionally is scheduled for 2027.

Scheduled date of review: 2027

Lead Officer conducting the review: Simone Russell

Guidance: Key Contacts

For further advice or information contact Kerry Vinton, Partnerships Officer
kvinton@uttlesford.gov.uk

Appendix 2. Health & Wellbeing Impact Tool

Will the activity/service/policy/procedure affect any of the following characteristics? Please tick/check the boxes below

The following are a range of considerations that might help you to complete the assessment.

Lifestyle YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Personal circumstances YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Access to services/facilities/amenities YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
<input type="checkbox"/> Diet <input type="checkbox"/> Exercise and physical activity <input type="checkbox"/> Smoking <input type="checkbox"/> Exposure to passive smoking <input type="checkbox"/> Alcohol intake <input type="checkbox"/> Dependency on prescription drugs <input type="checkbox"/> Illicit drug and substance use <input type="checkbox"/> Risky Sexual behaviour <input type="checkbox"/> Other health-related behaviours, such as tooth-brushing, bathing, and wound care	<input type="checkbox"/> Structure and cohesion of family unit <input type="checkbox"/> Parenting <input type="checkbox"/> Childhood development <input type="checkbox"/> Life skills <input type="checkbox"/> Personal safety <input type="checkbox"/> Employment status <input type="checkbox"/> Working conditions <input type="checkbox"/> Level of income, including benefits <input type="checkbox"/> Level of disposable income <input type="checkbox"/> Housing tenure <input type="checkbox"/> Housing conditions <input type="checkbox"/> Educational attainment <input type="checkbox"/> Skills levels including literacy and numeracy	<input type="checkbox"/> to Employment opportunities <input type="checkbox"/> to Workplaces <input type="checkbox"/> to Housing <input type="checkbox"/> to Shops (to supply basic needs) <input type="checkbox"/> to Community facilities <input type="checkbox"/> to Public transport <input type="checkbox"/> to Education <input type="checkbox"/> to Training and skills development <input type="checkbox"/> to Healthcare <input type="checkbox"/> to Social services <input type="checkbox"/> to Childcare <input type="checkbox"/> to Respite care <input type="checkbox"/> to Leisure and recreation services and facilities
Social Factors YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Economic Factors YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Environmental Factors YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
<input type="checkbox"/> Social contact <input type="checkbox"/> Social support <input type="checkbox"/> Neighbourliness <input type="checkbox"/> Participation in the community <input type="checkbox"/> Membership of community groups <input type="checkbox"/> Reputation of community/area <input type="checkbox"/> Participation in public affairs <input type="checkbox"/> Level of crime and disorder <input type="checkbox"/> Fear of crime and disorder <input type="checkbox"/> Level of antisocial behaviour <input type="checkbox"/> Fear of antisocial behaviour <input type="checkbox"/> Discrimination <input type="checkbox"/> Fear of discrimination <input type="checkbox"/> Public safety measures <input type="checkbox"/> Road safety measures	<input type="checkbox"/> Creation of wealth <input type="checkbox"/> Distribution of wealth <input type="checkbox"/> Retention of wealth in local area/economy <input type="checkbox"/> Distribution of income <input type="checkbox"/> Business activity <input type="checkbox"/> Job creation <input type="checkbox"/> Availability of employment opportunities <input type="checkbox"/> Quality of employment opportunities <input type="checkbox"/> Availability of education opportunities <input type="checkbox"/> Quality of education opportunities <input type="checkbox"/> Availability of training and skills development opportunities <input type="checkbox"/> Quality of training and skills development opportunities <input type="checkbox"/> Technological development <input type="checkbox"/> Amount of traffic congestion	<input type="checkbox"/> Air quality <input type="checkbox"/> Water quality <input type="checkbox"/> Soil quality/Level of contamination/Odour <input type="checkbox"/> Noise levels <input type="checkbox"/> Vibration <input type="checkbox"/> Hazards <input type="checkbox"/> Land use <input type="checkbox"/> Natural habitats <input type="checkbox"/> Biodiversity <input type="checkbox"/> Landscape, including green and open spaces <input type="checkbox"/> Townscape, including civic areas and public realm <input type="checkbox"/> Use/consumption of natural resources <input type="checkbox"/> Energy use: CO2/other greenhouse gas emissions <input type="checkbox"/> Solid waste management <input type="checkbox"/> Public transport infrastructure

