



Your Homes
Newcastle

Equality Impact and Needs Assessment Form 2010

PART 1 – Initial Assessment

Step 1 – Preparation

Lead Officer: Wilf Keilty _____

Directorate:

Chief Executives

Business Development

Tenancy Services

Finance & Resources

Members of EINA group:

① Wilf Keilty

② Linda Henderson Gray

③ Helena Hammock

④ Richard Burns

⑤ Kath Tait

⑥ _____

Service:

Customer Service

Name of policy, strategy or service:

YHN Complaints Policy

Dates of assessment:

New Existing

Start: 09/12/2010

End: _____

Step 2 - Aims & purpose

<p>What is the main aim of the policy, procedure or function?</p>	<ul style="list-style-type: none"> • To ensure YHN provide a accessible and fair complaints policy.
<p>What are the outcomes and associated aims you are trying to achieve?</p>	<ul style="list-style-type: none"> • All customers will have an equal opportunity to make a complaint. • All complaints will be dealt with in a formal and consistent way. • Complaints will be used to improve our service delivery.
<p>Which individuals, organizations or stakeholders are likely to have an interest in or likely to be affected by the policy or function? Who has been consulted?</p>	<ul style="list-style-type: none"> • All customers • Potential customers • Regulators • All staff • Awarding bodies • Newcastle City Council • Ombudsman • Communities we serve • Friends and relatives of customers
<p>Who has overall responsibility for this policy, strategy or service? And is there a shared responsibility? (e.g. another department, authority or organisation.)</p>	<p>Head of Customer Services and Improvement</p>
<p>Does the development/review of the policy or function present us with an opportunity to promote equality of opportunity and good community relations?</p>	<p>Provides us with the opportunity to promote equality of opportunity through ensuring everyone has equal access to our complaints procedure.</p>
<p>What are the main policies, legislation</p>	<ul style="list-style-type: none"> • Ombudsman guidelines

or other documentation that relates to this policy or function?

- **Governmental guidelines to complaints**
- **Customer Service Excellence**

Step 3 – Information and data

What qualitative data has been considered in the development/review of the document/service?

- Governmental guidelines
- Ombudsman guidelines
- Customer Service Excellence
- Consultation with customers, staff, YHN Management Team and YHN Customer Service and Delivery Committee.
- Benchmarking
- Review of best practice

What quantitative data has been considered in the development/review of the document/service?

- Complaints reports

Are there any gaps in the data? What actions are required to address this?

Nil

Step 4 – Assessing the impact

All Strands	Impact +/-	Details of impact identified	Evidence
Age	Impact +/-	Details of impact identified	Evidence
Disability	Impact +/-	Details of impact identified	Evidence
Gender	Impact +/-	Details of impact identified	Evidence
Race	Impact +/-	Details of impact identified	Evidence
Religion, Faith or Belief	Impact +/-	Details of impact identified	Evidence

Sexual Orientation	Impact +/-	Details of impact identified	Evidence
Other	Impact +/-	Details of impact identified	Evidence

If negative impacts have been identified, please go to Step 6. If no impacts have been identified, please go to Part 3.

Step 6 – Improvement Plan

Recommendations & actions for YHN Complaints Policy			
All Equality Strands	Action	Responsible Officer	Completion Date
Age	Action	Responsible Officer	Completion Date
Disability	Action	Responsible Officer	Completion Date
Gender	Action	Responsible Officer	Completion Date
Race	Action	Responsible Officer	Completion Date

Religion, Faith or Belief	Action	Responsible Officer	Completion Date
Sexual Orientation	Action	Responsible Officer	Completion Date
Other	Action	Responsible Officer	Completion Date

PART 3 – Publishing

Name of policy, strategy or service:

YHN Complaints Policy

Comments:

This can be used to make any comments that you think may be relevant. This includes justifying any positive or negative impacts where no actions have been taken or why an EINA has been signed off.

Complete:

Initial Assessment

Full Assessment

Lead Officers signature:

Wilf Keilty

Diversity Officer agreed & signed:

Simone Doyle

Director of Service agreed & signed:

Neil Scott

A meeting has been held to ascertain whether there were any positive or negative impacts to our customers by the policy. The group concluded that there were no positive or negative impacts, therefore it was not necessary to complete a full EINA.