

Part 1: Equality Impact Screening/Pre-Assessment*

<p>Name of Policy/Function/Strategy to be assessed: WLDC Feedback Policy</p>	<p>Section/Directorate: Customer Services</p>
<p>Name of person responsible for assessment: Natalie Kostiuk – Customer Experience Officer Lyn Marlow – Customer Strategy and Services Manager</p>	<p>Date of Screening: Wednesday 10th November 2021</p>
<p>Policy Aims</p>	
<p>What is the purpose of the policy/function/strategy? What are its intended outcomes?</p> <p>To advise and guide customers on how to submit feedback and complaints, the policy explains the transparent process and includes explanation of what will happen when a complaint has been submitted in order to manage customer expectations.</p>	
<p>Who are the main stakeholders in relation to the policy/function/strategy?</p> <p>Customers, Staff Members, the Ombudsman, Members and our Partners.</p> <p>Consultation has taken place with the Disability Network who examined the process and fed back their comments, amendments were made following comments received.</p>	
<p>Do the identified stakeholders stand to be positively or negatively affected by the policy/function/strategy?</p> <p>This policy has a Positive impact, feedback received is used as a learning and improvement tool and where required to put things right for the customer. No restrictions exist in the policy.</p>	
<p>Does this policy/function/strategy support the Council’s stated equality objectives? (see overleaf.) Does it serve to impede them? Please explain.</p> <p>No it doesn’t impede them, it supports them, the policy is available in various languages and there are various methods in which the customer can submit feedback.</p> <p>Equality Objectives</p> <ol style="list-style-type: none"> 1. Improve access to public services and basic amenities for elderly and disabled people through more efficient provision of Council services to sustain and improve their quality of life 	

* Part 1 should be completed by the Lead Officer and signed by the Service Manager. Refer to the [Internal EIA Guidance](#) for more information on what EIAs are, why they are important, when they should be completed, who should be involved, and how they should be done.

2. Improve opportunities for youth to effectively engage in the community and to develop employment skills
3. Reduce mental and physical health inequalities within the district by providing support and promoting an active and healthy population
4. Promote safe and secure communities by fostering good relations between different groups of people.
5. Ensure participation and community engagement from all sectors of society for an accessible and connected district

Preliminary Impact Assessment

	Yes	No	Unsure
1. Will this policy or function have an impact on:			
a. How services are delivered to the public?	X	<input type="checkbox"/>	<input type="checkbox"/>
b. Human Resources Policies?	<input type="checkbox"/>	<input type="checkbox"/>	X
2. Have any aspects of your policy/strategy already been covered by other EIAs?	<input type="checkbox"/>	X	<input type="checkbox"/>
a. If yes, please indicate which ones and the dates. Also indicate which new/additional aspects would be covered under this EIA.			

If you answered Yes or Unsure for question1 please proceed to Part 2 of the EIA, which is to be completed with a small team of people.

Otherwise, if you are satisfied that there would be no additional benefit to completing a full impact assessment (noting that many issues with no apparent relevance may have hidden impacts) then please have your Service Manager sign and date this sheet to indicate that the EIA has been fully completed at this stage.

Manager's Signature: 	This document may be published on the website - YES
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