

Initial Equalities Screening Record Form

Date of Screening:	Directorate: Communities	Section: Democratic and registration services – corporate complaints	
1. Activity to be assessed	Establish the online complaints form as the only electronic method to submit statutory and corporate complaints		
2. What is the activity?	<input checked="" type="checkbox"/> Policy/strategy <input type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change		
3. Is it a new or existing activity?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Existing		
4. Officer responsible for the screening	Jen Lawson, head of corporate complaints		
5. Who are the members of the screening team?	Sharon Kam, corporate complaints officer; Alison Keeling, complaints manager; Anna McCafferty, head of service and complaints lead for adult social care; Kalpana McIntosh, digital development officer		
6. What is the purpose of the activity?	Ensure individuals can complain about council services and that complaints are handled efficiently and consistently.		
7. Who is the activity designed to benefit/target?	Activity will benefit users of council services in addressing their individual concerns and in supporting general service improvements which benefit all users and the council.		
Protected Characteristics	Please tick yes or no	Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.	What evidence do you have to support this? E.g equality monitoring data, consultation results, customer satisfaction information etc Please add a narrative to justify your claims around impacts and describe the analysis and interpretation of evidence to support your conclusion as this will inform members decision making, include consultation results/satisfaction information/equality monitoring data
8. Disability Equality – this can include physical, mental health, learning or sensory disabilities and includes conditions such as dementia as well as hearing or sight impairment.	Y	Positive impact identified	Positive impact due to: <ul style="list-style-type: none"> Single access point for complaints which is clearer and quicker Provides a consistent approach for complaints across all services Structured questions provide the best information to support the complaint investigation, leading to better outcomes Online form asks about any reasonable adjustments required Increased opportunity to capture equalities monitoring information

9. Racial equality	Y		Positive impact identified	The policy does not have a specific impact on racial equality but will have an overall positive impact on all groups due to the benefits described above.
10. Gender equality	Y		Positive impact identified	The policy does not have a specific impact on gender equality but will have an overall positive impact on all groups due to the benefits described above.
11. Sexual orientation equality	Y		Positive impact identified	The policy does not have a specific impact on sexual orientation equality but will have an overall positive impact on all groups due to the benefits described above.
12. Gender re-assignment	Y		Positive impact identified	The policy does not have a specific impact on gender reassignment equality but will have an overall positive impact on all groups due to the benefits described above.
13. Age equality	Y		Positive impact identified	The policy does not have a specific impact on age equality but will have an overall positive impact on all groups due to the benefits described above.
14. Religion and belief equality	Y		Positive impact identified	The policy does not have a specific impact on religion and belief equality but will have an overall positive impact on all groups due to the benefits described above.
15. Pregnancy and maternity equality	Y		Positive impact identified	The policy does not have a specific impact on pregnancy and maternity equality but will have an overall positive impact on all groups due to the benefits described above.
16. Marriage and civil partnership equality	Y		Positive impact identified	The policy does not have a specific impact on marriage and civil partnership equality but will have an overall positive impact on all groups due to the benefits described above.
17. Please give details of any other potential impacts on any other group (e.g. those on lower incomes/carers/ex-offenders, armed forces communities) and on promoting good community relations.	No impact identified but the policy will have an overall positive impact due to the benefits described above. Good complaint handling supports good engagement and good community relations.			
18. If an adverse/negative impact has been identified can it be justified on grounds of promoting equality of opportunity for one group or for any other reason?	Not applicable			

19. If there is any difference in the impact of the activity when considered for each of the equality groups listed in 8 – 14 above; how significant is the difference in terms of its nature and the number of people likely to be affected?	No difference identified		
20. Could the impact constitute unlawful discrimination in relation to any of the Equality Duties?		N	Please explain for each equality group
21. What further information or data is required to better understand the impact? Where and how can that information be obtained?	This change refers to how stage 1 complaints are raised. From January – December 2024 the council received 338 valid stage 1 complaints. 177 complaints (52%) were received via the online form, reflecting the proportion of complainants who already use this method. 148 complaints (44%) were submitted by email, reflecting the size of the group who may be affected by the change.		
22. On the basis of sections 7 – 17 above is a full impact assessment required?		N	Please explain your decision. If you are not proceeding to a full equality impact assessment make sure you have the evidence to justify this decision should you be challenged. If you are proceeding to a full equality impact assessment, please contact Harjit.Hunjan@bracknell-forest.gov.uk or louise.gofford@bracknell-forest.gov.uk
23. If a full impact assessment is not required; what actions will you take to reduce or remove any potential differential/adverse impact, to further promote equality of opportunity through this activity or to obtain further information or data? Please complete the action plan in full, adding more rows as needed.			
Action	Timescale	Person Responsible	Milestone/Success Criteria
Update the complaints webpage to include guidance about the online form, including the easy read guidance on support for adults with learning disabilities	3 February 2025	Jen Lawson	
Provide guidance to all council staff on how to take complaints by telephone	3 February 2025	Jen Lawson	
Ensure staff in libraries and the community hub are aware of the change, as they may support people in making complaints	3 February 2025	Jen Lawson	
Update any complaint leaflets to ensure easy to read guidance about the online form is included or signposted	3 March 2025	Alison Keeling	
Review data on how complaints are submitted in future to identify any trends or issues	September 2025	Jen Lawson	Understand any changes
Review the optional equalities information provided with future complaints to understand any emerging issues	September 2025	Jen Lawson	Understand and report on any trends relating to protected groups

24. Which service, business or work plan will these actions be included in?	Corporate complaints work plan.
25. Please list the current actions undertaken to advance equality or examples of good practice identified as part of the screening?	Complaints are accepted through different channels with support provided by customer services. Reasonable adjustments are made and responses are provided in line with the user's preferences.
26. Assistant Director/Director signature.	Signature: <i>Ann Moore</i> Date: 7 January 2025