

# Equality Impact Assessment Form Section One – Screening

Name of Function, Policy or Strategy:

## ***Four Cs Policy and Procedures***

Officer completing assessment: Liz Rees, Patient Experience Manager

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1. <i>What is the main purpose of the strategy, function or policy?</i>
To provide a framework for complaints, concerns, comments and compliments management system that complies with NHS Regulations. Explains the objectives of the Four Cs processes. Explains the responsibility and accountability of the Trust, managers and staff in relation to complaints, concerns, comments and compliments.
2. <i>List the main activities of the function or policy? (for strategies list the main policy areas)</i>
Provides clear guidelines and accountabilities on complaints, concerns, comments and compliments handling and investigations. Complies with NHS Regulations. Provides tools and templates for use by staff when undertaking complaints and concerns investigations. Defines clear standards and expectations of managers and staff. It also details the committees with responsibility for performance monitoring that will be provided by the Trust.
3. <i>Who will be the main beneficiaries of the strategy/function/policy?</i>
3.1 Patients/relatives/representatives wishing to make complaints, concerns, comments and compliments 3.2 The Trust in terms of having robust governance arrangements 3.3 The staff and managers who will have clarity of roles and expectations 3.4 Other stakeholders will be informed of the Trusts procedures
4. Use the table overleaf to indicate the following:- a. Where do you think that the strategy/function/policy could have an adverse impact on any equality group, i.e. it could disadvantage them? b. Where do you think that there could be a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relations within equality target groups?

		Positive Impact – it could benefit	Negative Impact – it could disadvantage	Reasons
<b>GENDER</b>	Women			No impact either positive or negative identified
	Men			No impact either positive or negative identified
<b>RACE</b>	Asian or Asian British People			No impact either positive or negative identified
	Black or Black British People			No impact either positive or negative identified
	Chinese people and other people			No impact either positive or negative identified
	People of Mixed Race			No impact either positive or negative identified
	White people (including Irish people)			No impact either positive or negative identified
	<b>Disabled People</b>			No impact either positive or negative identified
<b>Lesbians, gay men and bisexuals</b>			No impact either positive or negative identified	
<b>Trans people</b>			No impact either positive or negative identified	
<b>AGE</b>	Older People (60+)			No impact either positive or negative identified
	Younger People (17 to 25) and children			No impact either positive or negative identified
<b>Faith Groups</b>			No impact either positive or negative identified	
<b>Equal Opportunities and/or improved relations</b>			No impact either positive or negative identified	

Notes:

Faith groups cover a wide range of groupings, the most common of which are Muslims, Buddhists, Jews, Christians, Sikhs and Hindus. Consider faith categories individually and collectively when considering positive and negative impacts.

The categories used in the race section refer to those used in the 2001 Census. Consideration should be given to the specific communities within the broad categories such as Bangladeshi people and to the needs of other communities that do not appear as separate categories in the Census, for example, Polish.

5. If you have indicated that there is a negative impact, is that impact:		
	<b>Yes</b>	<b>No</b>
<b>Legal</b> (it is not discriminatory under anti-discriminatory law)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Intended</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Level of Impact</b>	<b>High</b>	<b>Low</b>
	<input type="checkbox"/>	<input type="checkbox"/>
If the negative impact is possibly discriminatory and not intended and/or of high impact then please complete a thorough assessment after completing the rest of this form.		
6(a). Could you minimise or remove any negative impact that is of low significance? Explain how below:		
N/A – None identified		
6(b). Could you improve the strategy, function or policy positive impact? Explain how below:		
N/A – None identified		
7. If there is no evidence that the strategy, function or policy promotes equality, equal opportunities or improves relations – could it be adopted so it does? How		
N/A – None identified		
Please sign and date this form, keep one copy and send one copy to the Trust's Equality Lead.		
Signed:		
Name:	Mark Rowell, Head of Governance and Risk Management	
Date:	14 <sup>th</sup> October 2010	