

Newry, Mourne and Down District Council Policy Screening Form

Policy Information

Name of the policy	Complaints, Comment and Compliment Policy
Is this an existing, revised or new policy?	Revised
What is it trying to achieve (aims/outcomes)	<p>The aim of this Policy is to ensure a consistent approach by all Council employees and those working on behalf of Council, to the receipt and management of a complaint, comment or compliment.</p> <p>Council is committed to putting our customers first by improving the quality of our services and our customers' experience of them.</p> <p>Feedback allows Council to monitor regularly what our customers tell us, resolve issues promptly and use the recorded information within our planning processes to help improve services. This Policy also sets out how customers can make a complaint, comment or compliment about council services.</p>
Are there any Section 75 categories which might be expected to benefit from the intended policy? If so, explain how.	No.
Who initiated or wrote the policy?	Gerry McBride, Head of Administration and Customer Services
Who owns and who implements the policy?	Gerry McBride, Head of Administration and Customer Services

Implementation factors

	Yes	No
Are there any factors which could contribute to/detract from the intended aim/outcome of the policy/decision?	X	
If yes, are they Financial		X
If yes, are they Legislative	X	
If yes, and they are Other please specify:		

Main stakeholders affected

Who are the internal and external stakeholders (actual or potential) that the policy will impact upon?

	Yes	No
Staff	X	

Service users	X	
Other public sector organisations		
Voluntary/community/trade unions		
Other, please specify:		

Other policies with a bearing on this policy

What are they and who owns them	<ul style="list-style-type: none"> • NMDDC Access to Information Policy • NMDDC Policy and Procedure for the personal safety of employees exposed to workplace violence and abuse from the public • NMDDC Equality Scheme (Chapter 8) • Public Services Ombudsman's Act (Northern Ireland) 2016 • Section 75 of the NI Act 1998 (Schedule 9, paragraph 10)
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Available evidence

What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for relevant Section 75 categories.

Section 75 Category	Details of needs/experiences/priorities																							
Religious belief	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">LGD</th> <th style="width: 15%;">All usual residents</th> <th style="width: 15%;">Catholic</th> <th style="width: 15%;">Protestant and other Christian</th> <th style="width: 15%;">Other religions</th> <th style="width: 15%;">None</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Northern Ireland</td> <td style="text-align: center;">1,810,863</td> <td style="text-align: center;">817,385 (45.14%)</td> <td style="text-align: center;">875,717 (48.36%)</td> <td style="text-align: center;">16,592 (0.9%)</td> <td style="text-align: center;">101,169 (5.59%)</td> </tr> <tr> <td style="text-align: center;">Newry, Mourne & Down</td> <td style="text-align: center;">171533</td> <td style="text-align: center;">113200 (65.99%)</td> <td style="text-align: center;">34718 (20.34%)</td> <td style="text-align: center;">752 (0.43%)</td> <td style="text-align: center;">10229 (5.96%)</td> </tr> </tbody> </table> <p>(Source: Census Data 2011).</p>						LGD	All usual residents	Catholic	Protestant and other Christian	Other religions	None	Northern Ireland	1,810,863	817,385 (45.14%)	875,717 (48.36%)	16,592 (0.9%)	101,169 (5.59%)	Newry, Mourne & Down	171533	113200 (65.99%)	34718 (20.34%)	752 (0.43%)	10229 (5.96%)
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Political opinion	<p>Elected political party representation is an approximate barometer of political opinion of people within the Council area.</p> <p>The party breakdown of the Council's elected members is as follows:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Sinn Féin</td> <td style="text-align: right;">16 seats</td> </tr> <tr> <td>SDLP</td> <td style="text-align: right;">11 seats</td> </tr> <tr> <td>Democratic Unionist</td> <td style="text-align: right;">3 seats</td> </tr> <tr> <td>Independents</td> <td style="text-align: right;">5 seats</td> </tr> <tr> <td>Ulster Unionist</td> <td style="text-align: right;">4 seats</td> </tr> <tr> <td>Alliance</td> <td style="text-align: right;">2 seat</td> </tr> </table>						Sinn Féin	16 seats	SDLP	11 seats	Democratic Unionist	3 seats	Independents	5 seats	Ulster Unionist	4 seats	Alliance	2 seat						
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Racial group	<p>According to the 2011 Census, 1.8% (32,400) of the usually resident population of Northern Ireland belongs to minority ethnic groups; this is more than double the proportion in 2001 (0.8%).</p> <p>The minority ethnic language profile within the area serves as a possible indicator of the BME community profile.</p> <p>The composition of language groups in the Newry, Mourne and Down District Council area is noted by NISRA (2011) as follows:</p> <p>Minority Ethnic Language Profile of the Newry, Mourne and Down LGD Area</p> <table border="1" data-bbox="395 629 1382 1189"> <thead> <tr> <th>Main language of residents in Newry, Mourne and Down District LGD</th> <th>Number</th> <th>Percentage %</th> </tr> </thead> <tbody> <tr><td>English</td><td>156794</td><td>97.15</td></tr> <tr><td>Polish</td><td>2100</td><td>1.18</td></tr> <tr><td>Lithuanian</td><td>836</td><td>0.47</td></tr> <tr><td>Irish</td><td>367</td><td>0.24</td></tr> <tr><td>Portuguese</td><td>86</td><td>0.05</td></tr> <tr><td>Slovak</td><td>134</td><td>0.08</td></tr> <tr><td>Chinese</td><td>121</td><td>0.07</td></tr> <tr><td>Tagalog/Filipino</td><td>55</td><td>0.03</td></tr> <tr><td>Latvian</td><td>208</td><td>0.25</td></tr> <tr><td>Russian</td><td>109</td><td>0.06</td></tr> <tr><td>Malayalam</td><td>87</td><td>0.05</td></tr> <tr><td>Hungarian</td><td>74</td><td>0.04</td></tr> <tr><td>Other</td><td>755</td><td>0.46</td></tr> </tbody> </table>	Main language of residents in Newry, Mourne and Down District LGD	Number	Percentage %	English	156794	97.15	Polish	2100	1.18	Lithuanian	836	0.47	Irish	367	0.24	Portuguese	86	0.05	Slovak	134	0.08	Chinese	121	0.07	Tagalog/Filipino	55	0.03	Latvian	208	0.25	Russian	109	0.06	Malayalam	87	0.05	Hungarian	74	0.04	Other	755	0.46									
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<p>Sexual orientation</p>	<p>Analysis of the Census 2011 indicates that between 2% and 10% of the population may be lesbian, gay or bisexual.</p> <p>There are no official statistics in relation to the number of gay, lesbian or bisexual people in Northern Ireland. However, research conducted by the HM Treasury shows that between 5% - 7% of the UK population identify themselves as gay, lesbian, bisexual or 'trans' (transsexual, transgendered and transvestite) (LGBT). This is a sizeable proportion of the population here in Northern Ireland.</p>																								
<p>Men and women generally</p>	<p>The gender profile for the Newry, Mourne and Down LGD is as follows:</p> <table border="1" data-bbox="408 1742 1262 1883"> <thead> <tr> <th data-bbox="408 1742 695 1776">LGD</th> <th data-bbox="699 1742 979 1776">Male</th> <th data-bbox="983 1742 1262 1776">Female</th> </tr> </thead> <tbody> <tr> <td data-bbox="408 1780 695 1814">Northern Ireland</td> <td data-bbox="699 1780 979 1814">887323</td> <td data-bbox="983 1780 1262 1814">923540</td> </tr> <tr> <td data-bbox="408 1818 695 1877">Newry, Mourne and Down LGD</td> <td data-bbox="699 1818 979 1877">83866</td> <td data-bbox="983 1818 1262 1877">85345</td> </tr> </tbody> </table>	LGD	Male	Female	Northern Ireland	887323	923540	Newry, Mourne and Down LGD	83866	85345															
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<p>Disability</p>	<p>According to the 2011 Census 19.62% of people in the Newry, Mourne and Down District Council area have a long-term health problem or disability that</p>																								

	<p>limits their day-to-day activities;</p> <table border="1" data-bbox="395 259 1399 669"> <thead> <tr> <th data-bbox="395 259 596 495">LGD</th> <th data-bbox="596 259 796 495">All usual residents</th> <th data-bbox="796 259 997 495">Long-term health problem or disability: Day-to-day activities limited a lot</th> <th data-bbox="997 259 1198 495">Long-term health problem or disability: Day-to-day activities limited a little</th> <th data-bbox="1198 259 1399 495">Long-term health problem or disability: Day-to-day activities not limited</th> </tr> </thead> <tbody> <tr> <td data-bbox="395 495 596 562">Northern Ireland</td> <td data-bbox="596 495 796 562">1810863</td> <td data-bbox="796 495 997 562">215232 (11.89%)</td> <td data-bbox="997 495 1198 562">159414 (8.8%)</td> <td data-bbox="1198 495 1399 562">1436217 (79.31%)</td> </tr> <tr> <td data-bbox="395 562 596 669">Newry, Mourne and Down</td> <td data-bbox="596 562 796 669">171533</td> <td data-bbox="796 562 997 669">19579 (11.4%)</td> <td data-bbox="997 562 1198 669">14102 (8.22%)</td> <td data-bbox="1198 562 1399 669">135530 (79.01%)</td> </tr> </tbody> </table> <p data-bbox="395 703 1414 1048"> In Northern Ireland the profile of people with a disability is cited as follows: <ul style="list-style-type: none"> • More than 1 in 5 or 21% of the population in Northern Ireland has a disability The incidence of disability is higher in Northern Ireland than any other part of the UK • 1 in 7 people in Northern Ireland have some form of hearing loss • 5,000 sign language users who use British Sign Language (BSL) and/or Irish Sign Language (ISL) • In Northern Ireland there are 57,000 blind people or people with significant visual impairment • 52,000 people with learning disabilities </p> <p data-bbox="395 1081 735 1115">(Source: Disability Action)</p>	LGD	All usual residents	Long-term health problem or disability: Day-to-day activities limited a lot	Long-term health problem or disability: Day-to-day activities limited a little	Long-term health problem or disability: Day-to-day activities not limited	Northern Ireland	1810863	215232 (11.89%)	159414 (8.8%)	1436217 (79.31%)	Newry, Mourne and Down	171533	19579 (11.4%)	14102 (8.22%)	135530 (79.01%)
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Dependants	<p data-bbox="395 1167 1414 1261">Persons with dependents may be people who have personal responsibility for the care of a child (or children), a person with a disability, and / or a dependent older person.</p> <p data-bbox="395 1294 1414 1496">There are 61,998 households in Newry, Mourne and Down, 37.5% of which have dependents. With regard to these figures, dependents are defined as those aged 0-15 years or those aged 16-18 years who are in full-time education and living with their parents or grandparents. Similar to the regional trend, the proportion of households with dependents in the District has declined from 50% in 1981 to 37.5% in 2011.</p> <p data-bbox="395 1529 1414 1832">There are 5,466 lone parent households with dependent children in Newry, Mourne and Down which equates to almost 9% of number of total households in the District and is the fourth highest in Northern Ireland, after Belfast (17,036), Derry and Strabane (6,337) and Armagh, Banbridge and Craigavon (6,337). Half of the parents in lone parent household in Newry, Mourne and Down are unemployed, almost a quarter are in full time employment and over a quarter are in part time employment. 89% of the parents in lone parent households are female compared to 11% who are male.</p> <p data-bbox="395 1865 1414 1966">In 2012, the teenage conception rate was 1.02 per 1,000 mothers, which is the third lowest in N.Ireland before Lisburn and Castlereagh and Fermanagh and Omagh.</p>															

Needs, experiences and priorities

Taking into account the information referred to above, what are the different needs, experiences and priorities of each of the following categories, in relation to the particular policy/decision? Specify details for each of the Section 75 categories

Section 75 Category	Details of needs/experiences/priorities
Religious belief	No needs, experiences and priorities have been identified.
Political opinion	No needs, experiences and priorities have been identified.
Racial group	Customers for whom English is not their primary language may require additional support to assist them make a complaint, comment or compliment about a council service.
Age	No specific needs, experiences and priorities have been identified.
Marital status	No needs, experiences and priorities have been identified.
Sexual orientation	No needs, experiences and priorities have been identified.
Men and women generally	No needs, experiences and priorities have been identified.
Disability	Customers with disabilities may require additional support to assist them make a complaint, comment or compliment about a council service.
Dependants	No needs, experiences and priorities have been identified.

Screening Questions

1. What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 grounds?

Section 75 category	Details of policy impact	Level of impact? Major/minor/none
Religious belief		None
Political opinion		None
Racial group		None
Age		None
Marital status		None
Sexual orientation		None
Men and women generally		None
Disability		None
Dependants		None

2. Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?

Section 75 category	If Yes, provide details	If No, provide details
Religious belief		<p>No</p> <p>As set out within the policy:</p> <p><i>Customers can make a complaint, comment or compliment in the way that best suits them. Contact can be by the following methods:</i></p> <ul style="list-style-type: none"> • <i>in person at any of our offices or venues</i> • <i>by phone</i> • <i>in writing</i> • <i>by email</i> • <i>Council's Complaint Comment or compliment form</i> <p>In addition, as set out within our Equality Scheme, in delivering its functions the Council is committed to promoting equality of opportunity and to ensuring the information we disseminate and the services we provide are fully accessible to all parts of the community.</p> <p>We acknowledge customers for whom English is not their primary language (racial group) and customers with a disability may require additional support to assist them make a complaint, comment or compliment about a council service.</p>
Political opinion		
Racial group		
Age		
Marital status		
Sexual orientation		
Men and women generally		
Disability		
Dependants		

3. To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion or racial group?

Good relations category	Details of policy impact	Level of impact? Major/minor/none
Religious belief		None
Political opinion		None
Racial group		None

4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?

Good relations category	If Yes, provide details	If No, provide details
Religious belief		<p>No</p> <p>As set out within the policy:</p>
Political opinion		
Racial group		

		<p><i>Customers can make a complaint, comment or compliment in the way that best suits them. Contact can be by the following methods:</i></p> <ul style="list-style-type: none"> • <i>in person at any of our offices or venues</i> • <i>by phone</i> • <i>in writing</i> • <i>by email</i> • <i>Council's Complaint Comment or compliment form</i>
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Additional considerations

Multiple identity

Generally speaking, people can fall into more than one Section 75 category. Taking this into consideration, are there any potential impacts of the policy/decision on people with multiple identities? (For example; disabled minority ethnic people; disabled women; young Protestant men; and young lesbians, gay and bisexual people).

Not applicable

Provide details of data on the impact of the policy on people with multiple identities. Specify relevant Section 75 categories concerned.

Screening Decision

In light of your answers to the previous questions, do you feel that the policy should (please underline one):

1. **Not be subject to an EQIA (with no mitigating measures required)**
2. Not be subject to an EQIA (with mitigating measures /alternative policies)
3. Not be subject to an EQIA at this time
4. Be subject to an EQIA

If 1. or 2. (i.e. not be subject to an EQIA), please provide details of the reasons why:

It is recommended the Council's Complaints, Comment and Compliment Policy not be subject to an EQIA (with no mitigating measures required).

As stated, the aim of the policy is to ensure a consistent approach by all Council employees and those working on behalf of Council, to the receipt and management of a complaint, comment or compliment.

Council is committed to putting our customers first by improving the quality of our services

and our customers' experience of them.

Feedback allows Council to monitor regularly what our customers tell us, resolve issues promptly and use the recorded information within our planning processes to help improve services. This Policy also sets out how customers can make a complaint, comment or compliment about council services.

The Policy benefits individuals, groups or organisations entitled to, or receiving a service from Council. Anyone who is affected by our services can make a complaint, comment or offer a compliment.

If 2. (i.e. not be subject to an EQIA), in what ways can identified adverse impacts attaching to the policy be mitigated or an alternative policy be introduced?

In light of these revisions, is there a need to re-screen the revised/alternative policy? Yes / No. If No, please explain why

If 3. or 4. (i.e. to conduct an EQIA), please provide details of the reasons:

Timetabling and prioritising EQIA

If 3. or 4, is the policy affected by timetables established by other relevant public authorities? NO

If YES, please provide details:

Please answer the following questions to determine priority for timetabling the EQIA. On a scale of 1-3, with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for EQIA.

Priority criterion	Rating (1-3)
Effect on equality of opportunity and good relations	
Social need	
Effect on people's daily lives	

Relevance to a public authority's functions	
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Note: The Total Rating Score should be used to prioritise the policy in rank order with other policies screened in for EQIA. This list of priorities will assist you in timetabling the EQIA. Details of your EQIA timetable should be included in the quarterly Section 75 report.

Proposed date for commencing EQIA: _____

Monitoring

Effective monitoring will help identify any future adverse impacts arising from the policy which may lead you to conduct an EQIA, as well as help with future planning and policy development.

Please detail proposed monitoring arrangements below:

All complaints will be recorded in a systematic way through a complaint recording system. Council will use the complaints data for analysis and management reporting including the application and impact of the Policy. Complaints information will be reported on, monthly to Corporate Management Team and to Senior Management Team.

Council will continue monitor the policy and will review in 4 years or in light of legislative changes and requirements.

Approval and Authorisation

Screened by:	Position/Job Title	Date
Gerry McBride	Head of Administration and Customer Services	15 February 2021
Approved by:		

Note: The completed policy screening template, signed off by the appropriate policy lead within the Council, and approved by the senior manager responsible for the policy, should be forwarded to the Equality Officer who will arrange for it to be included in the Council's Quarterly Report on Screening and made available on the Council's website.