**Newry, Mourne and Down District Council Policy Screening Form**

**Policy Information**

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| --- | --- |
| Name of the policy | Complaints, Comment and Compliment Policy |
| Is this an existing, revised or new policy? | Existing policy |
| What is it trying to achieve (aims/outcomes) | The policy aims to ensure a consistent approach by all Council employees to the receipt and management of complaints, comments and compliments |
| Are there any Section 75 categories which might be expected to benefit from the intended policy? | No  |
| If so, explain how.  | N/A |
| Who initiated or wrote the policy?  | Head of Administration and Customer Services |
| Who owns and who implements the policy? | Assistant Director Corporate Services (Administration) |

**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 |  |  |
| 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 | 🗸 |  |
| Service users | 🗸 |  |
| Other public-sector organisations | **🗸** |  |
| Voluntary/community/trade unions | 🗸 |  |
| Other, please specify: | **🗸** Businesses/members of the public |  |

[**Other policies with a bearing on this policy**](#Onefour)

|  |  |
| --- | --- |
| What are they? Who owns them? | * Section 75 of the NI Act 1998 - NMDDC Equality Scheme
 |

**Available evidence**

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

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| --- | --- | --- |
| **Section 75** **Category** |

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| --- |
| **Details of evidence / information**  |

 |
| Religious belief  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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(0.92%) | 101,169(5.59%) |
| **Newry, Mourne & Down** | 169,211 | 122,544(72.42%) | 40,273(23.8%) | 861(0.5%) | 5533(3.3%) |
| (Source: Census Data 2011 - Religion or Religion Brought Up In: KS212NI).  |

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| Political opinion  | Elected political party representation is an approximate barometer of political opinion of people within the Council area.The party breakdown of the Council’s elected members is as follows: Sinn Féin 16 seats SDLP 11 seats Independents 5 seats Ulster Unionist 3 seats Democratic Unionist 3 seats Alliance 2 seatsTUV 1 seat |
| Racial group  | 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%). The minority ethnic language profile within the area serves as a possible indicator of the BME community profile.The composition of language groups in the Newry, Mourne and Down District Council area is noted by NISRA (2011) as follows: **Minority Ethnic Language Profile of the Newry, Mourne and Down LGD Area**

|  |  |  |
| --- | --- | --- |
| 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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| Age  | The age profile of the Newry, Mourne and Down LGD area at Census Day 2011 is as follows:

|  |  |  |
| --- | --- | --- |
| Age Profile | NI | Newry, Mourne & Down |
| 0-4 | 124382 | 12721 |
| 5-7 | 67662 | 6876 |
| 8-9 | 43625 | 4595 |
| 10-14 | 119034 | 12287 |
| 15 | 24620 | 2599 |
| 16-17 | 51440 | 5260 |
| 18-19 | 50181 | 4570 |
| 20-24 | 126013 | 11570 |
| 25-29 | 124099 | 11805 |
| 30-34 | 373947 | 35122 |
| 45-59 | 347850 | 32556 |
| 60-64 | 94290 | 8624 |
| 65-74 | 145600 | 12817 |
| 75-84 | 86724 | 7453 |
| 85-89 | 21165 | 1849 |
| 90+ | 10231 | 829 |

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| Marital status  | The table below illustrates the marital status profile of the Newry, Mourne and Down area:

|  |  |  |
| --- | --- | --- |
| **Marital Status** | **Newry, Mourne and Down LGD** | **NI** |
| All usual residents: Aged 16+ years | 132455 | 1431540 |
| Single (never married or never registered a same-sex civil partnership) Aged 16+ years | 47722 | 517393(35.14%) |
| Married: Aged 16+ years | 65255 | 680831(47.56%) |
| In a registered same-sex civil partnership: Aged 16+ years | 102 | 1243(0.09%) |
| Separated (but still legally married or still legally in a same-sex civil partnership): Aged 16+ years  | 4697 | 56911(3.98%) |
| Divorced or formerly in a same-sex civil partnership which is now legally dissolved | 6271 | 78074(5.45%) |
| Widowed or surviving partner from a same-sex civil partnership: Aged 16+ years | 8408 | 97088(6.78%) |
|  |

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| Sexual orientation  | Analysis of the Census 2011 indicates that between 2% and 10% of the population may be lesbian, gay or bisexual. 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.  |
| Men and women generally  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| The gender profile for the Newry, Mourne and Down LGD is as follows:

|  |  |  |
| --- | --- | --- |
| LGD | Male | Female |
| Northern Ireland | 887323 | 923540 |
| Newry, Mourne and Down LGD | 83866 | 85345 |

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|  |

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| Disability  | 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 limits their day-to-day activities;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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%) |

In Northern Ireland the profile of people with a disability is cited as follows: * 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 Sigh Language (ISL)
* In Northern Ireland there are 57,000 blind people or people with significant visual impairment
* 52,000 people with learning disabilities

(Source: Disability Action) |
| Dependants  | 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.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.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.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. |

**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**  |

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| Religious belief  | As set out within Section 6 of Newry, Mourne and Down DistrictCouncil’s Equality Scheme, Council is committed to ensuring the information we disseminate and the services we provide arefully accessible to all parts of the community. We are aware that some groups will not have the same accessto information as others.In particular:* People with sensory, learning, communication and mobility disabilities may require printed information in other formats.
* Members of ethnic minority groups, whose first language is not English.
* Children and young people may not be able to fully access or understand information.

To ensure equality of opportunity in accessing information, weprovide information in alternative formats on request, wherereasonably practicable. Where the exact request cannot be metwe will ensure a reasonable alternative is provided. As set out within the policy, customers can make a complaint, comment or compliment in the way that best suits them. Contact can be via:* Council’s Complaint, Comment or Compliment form – on-line or hard copy
* Letter
* Fax
* Email
* Social media
* In person at any Council Office or Venue
* Telephone or textphone
* Audio-tape.

Consideration will also be given to requests for other formats. |
| Political opinion  |
| Racial group  |
| Age  |
| Marital status  |
| Sexual orientation  |
| Men and women generally  |
| Disability  |
| Dependants  |

**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 |  | Minor – positive |
| Age |  | Minor – positive |
| Marital status |  | None |
| Sexual orientation |  | None |
| Men and women generally |  | None |
| Disability |  | Minor – positive |
| 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 |  | No – as noted the policy aims to ensure a consistent approach by all Council employees to the receipt and management of complaints, comments and compliments.As set out within the policy, Customers can make a complaint, comment or compliment in the way that best suits them. Contact can be via:* Council’s Complaint, Comment or Compliment form – on-line or hard copy
* Letter
* Fax
* Email
* Social media
* In person at any Council Office or Venue
* Telephone or textphone
* Audio-tape.

Consideration will also be given to requests for other formats. |
| 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 |  | Minor - positive |

**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 |  | No.In implementing the Policy Council is cognisant of the need to ensure a consistent approach by all Council employees to the receipt and management of complaints, comments and compliments.As set out within the policy, customers can make a complaint, comment or compliment in the way that best suits them. Contact can be via:* Council’s Complaint, Comment or Compliment form – on-line or hard copy
* Letter
* Fax
* Email
* Social media
* In person at any Council Office or Venue
* Telephone or textphone
* Audio-tape.

Consideration will also be given to requests for other formats. |
| Political opinion |  |
| Racial group |  |

**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).

None

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:

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| --- |
| The decision that the policy not be subject to an EQIA (with no mitigating measures required) has been reached on the basis that the overriding purpose of the policy is to ensure a consistent approach by all Council employees to the receipt and management of complaints, comments and compliments.As a positive action measure, customers can make a complaint, comment or compliment in the way that best suits them. Contact can be via:* Council’s Complaint, Comment or Compliment form – on-line or hard copy
* Letter
* Fax
* Email
* Social media
* In person at any Council Office or Venue
* Telephone or textphone
* Audio-tape.

Consideration will also be given to requests for other formats. |

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?

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| --- |
|  |

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 |  |

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:

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| The policy will be reviewed in line with the Council’s agreed policy review cycle i.e. every four years (as per Council’s Equality Scheme commitment 4.31), or sooner as necessary, to ensure that it remains up-to-date with legislative advancements etc. |

**Approval and Authorisation**

|  |  |  |
| --- | --- | --- |
| **Screened by:** | **Position/Job Title** | **Date** |
| Alison Robb | Assistant Director Corporate Services (Administration) | 14 June 2022 |
| **Approved by:** |  |  |
| Colin Moffett | Head of Corporate Policy | 16 June 2022 |

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 Head of Corporate Policy who will arrange for it to be included in the Council’s Quarterly Report on Screening and made available on the Council’s website.