



Equality, Good Relations and Human Rights Screening Template

*****Completed Screening Templates are public documents and will be posted on the Trust's website*****

See [Guidance Notes](#) for further background information on the relevant legislation and for help in answering the questions on this template (follow the links).

(1) Information about the Policy/Proposal

(1.1) Name of the policy/proposal

[Policy & Procedure on the Management & Handling of Complaints](#)

(1.2) Is this a new, existing or revised policy/proposal?

[Revision of extant policy \(minor amendments only\)](#)

(1.3) What is it trying to achieve (intended aims/outcomes)?

[Inform staff of their roles and responsibilities in the management and handling of service user complaints.](#)

(1.4) Are there any Section 75 categories (see list in 3.1) which might be expected to benefit from the intended policy/proposal?

[Inclusive of all](#)

(1.5) Who owns and who implements the policy/proposal - where does it originate, for example DHSSPS, HSCB?

[The Trust owns and implements. It is based on the DOH HSC Complaints Procedure](#)

(1.6) Are there any factors that could contribute to/detract from the intended aim/outcome of the policy/proposal/decision? (Financial, legislative or other constraints?)

No



(1.7) Who are the internal and external stakeholders (actual or potential) that the policy/proposal/decision could impact upon? (staff, service users, other public sector organisations, , trade unions, professional bodies, independent sector, voluntary and community groups etc)

Trust Staff

Service Users, their carers / families

Partner organisations internal and external to the HSC and including the voluntary sector

(1.8) Other policies with a bearing on this policy/proposal (for example regional policies) - what are they and who owns them?

Guidance in Relation to HSC Complaints, DoH (2018)

(2) Available evidence

Evidence to help inform the screening process may take many forms. What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for relevant Section 75 categories.

Details of evidence/information

**This policy has been revise in accordance with the DoH HSC Complaints Procedure – amended 2018.
It is open to all service users to complain and accepted by whatever method received.**



(3) Needs, experiences and priorities

(3.1) Taking into account the information above what are the different needs, experiences and priorities of each of the Section 75 categories and for both service users and staff.

Category	Needs, experiences and priorities	
	Service users	Staff
Gender	This policy is designed to meet the needs of all categories listed	This policy is designed to meet the needs of all categories listed
Age		
Religion		
Political Opinion		
Marital Status		
Dependent Status		
Disability		
Ethnicity		
Sexual Orientation		

(3.2) Provide details of how you have involved stakeholders, views of colleagues, service users and staff etc when screening this policy/proposal.
This policy is in accordance with the DoH HSC Complaints Procedure – which was subject to public consultation.
The extant Trust policy was subject to full consultation in Trust via the Safe & Effective Care Department



(4) Screening Questions

You now have to assess whether the impact of the policy/proposal is major, minor or none. You will need to make an informed judgement based on the information you have gathered.

(4.1) What is the likely impact of equality of opportunity for those affected by this policy/proposal, for each of the Section 75 equality categories?

Section 75 category	Details of policy/proposal impact		Level of impact? Minor/major/none
	Services Users	Staff	
Gender			None
Age			None
Religion			None
Political Opinion			None
Marital Status			None
Dependent Status			None
Disability			None
Ethnicity			None
Sexual Orientation			None



(4.2) Are there opportunities to better promote equality of opportunity for people within Section 75 equality categories?

Section 75 category	Please provide details
Gender	The policy is designed to meet the needs of all categories listed
Age	
Religion	
Political Opinion	
Marital Status	
Dependent Status	
Disability	
Ethnicity	
Sexual Orientation	

(4.3) To what extent is the policy/proposal likely to impact on good relations between people of different religious belief, political opinion or racial group? minor/major/none

Good relations category	Details of policy/proposal impact	Level of impact Minor/major/none
Religious belief		None
Political opinion		None
Racial group		None



<i>(4.4) Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?</i>	
<i>Good relations category</i>	<i>Please provide details</i>
Religious belief	The policy is designed to meet the needs of all categories listed
Political opinion	
Racial group	

(5) Consideration of Disability Duties

<i>(5.1) How does the policy/proposal encourage disabled people to participate in public life and promote positive attitudes towards disabled people?</i>
This policy is in accordance with the DoH HSC Complaints Procedure and only minor changes from the extant Trust policy. Publicity material is up to date and available in various formats

(6) Consideration of Human Rights

(6.1) Does the policy/proposal affect anyone's Human Rights?
Complete for each of the articles

Article	Positive impact	Negative impact = human right interfered with or restricted	Neutral impact
Article 2 – Right to life			X
Article 3 – Right to freedom from torture, inhuman or degrading treatment or punishment			X
Article 4 – Right to freedom from slavery, servitude & forced or compulsory labour			X
Article 5 – Right to liberty & security of person			X
Article 6 – Right to a fair & public trial within a reasonable time			X
Article 7 – Right to freedom from retrospective criminal law & no punishment without law			X
Article 8 – Right to respect for private & family life, home and correspondence.			X
Article 9 – Right to freedom of thought, conscience & religion			X
Article 10 – Right to freedom of expression			X
Article 11 – Right to freedom of assembly & association			X
Article 12 – Right to marry & found a family			X
Article 14 – Prohibition of discrimination in the enjoyment of the convention rights			X
1 st protocol Article 1 – Right to a peaceful enjoyment of possessions & protection of property			X
1 st protocol Article 2 – Right of access to education			X

Please note: If you have identified potential negative impact in relation to any of the Articles in the table above, speak to your line manager and/or Equality Unit. It may also be necessary to seek legal advice.



(6.2) Please outline any actions you will take to promote awareness of human rights and evidence that human rights have been taken into consideration in decision making processes.

Ensure publicity material is kept up to date.

(7) Screening Decision

(7.1) Given the answers in Section 4, how would you categorise the impacts of this policy/proposal?

Major impact	
Minor impact	
No impact	X

(7.2) Do you consider the policy/proposal needs to be subjected to ongoing screening

Yes	
No	X

(7.3) Do you think the policy/proposal should be subject to and Equality Impact Assessment (EQIA)?

Yes	
No	X

(7.4) Please give reasons for your decision and detail any mitigation considered.

This policy is in accordance with the DoH HSC Complaints Procedure and only minor changes from the extant Trust policy.

Publicity material is up to date and available in various formats and complaints accepted by or on behalf of all service users by whatever means received.



(8) Monitoring

Please detail how you will monitor the effect of the policy/proposal for equality of opportunity and good relations, disability duties and human rights?

Not required

Approved Lead Officer: Laura Algie
Position: Head of Complaints & Patient Liaison Services
Date: 12/9/2018
Policy/proposal screened by: Laura Algie

Please forward completed schedule to:

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