Southern Health and Social Care Trust
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Equality, Good Relations and Human Rights Screening Template

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

See 'Equality, Good Relations and Human Rights Screening Guidance Notes' (on SharePoint) for further background information on the relevant legislation and for help in answering the questions on this template.

(1) Information about the Policy/Proposal

(1.1) Name of the policy/proposal

Policy and Procedures for the Management of Service User Feedback

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

Revised Policy (supersedes Policy for the Management of Complaints 2018)

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

This policy details the SHSCT pathway for the management of Service User Feedback in relation to care, treatment and service provision.

The policy will ensure awareness for both staff and service users, families and carers in the management of complaints and compliments. The policy is designed to provide assurance that these will be considered in an open and honest manner and dealt with promptly with the aim of seeking resolution.

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

All staff and Service Users are expected to benefit from the revised Policy and Procedures for the Management of Service User Feedback.

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

The Southern Health and Social Care Trust (SHSCT), author is Corporate Clinical and Social Care Governance Co-Ordinator, who worked collaboratively with Service User Feedback Manager and Corporate Governance Manager to ensure information was accurate and reflected the Regional Complaints Management 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?)

The revised Policy has been adapted in line with the DoH Guidance in relation to the Health and Social Care Complaints Procedure April 2022.

(1.7) Who are the internal and external stakeholders (actual or potential) that the policy/proposal/decision could impact upon?

The revised policy is expected to impact all staff and Service Users within the SHSCT catchment area. In that respect all staff are primary internal stakeholders with service users/families/carers potential stakeholders as/when required through their engagement with Complaints or Compliments.

The Policy has the potential to extend to external stakeholders such as other HSC Trusts should a joint review of a Complaint be required.

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

The revised SHSCT Policy and Procedures for the Management of Service User Feedback has been developed, based on 'Complaints in Health and Social Care: Standards and Guidelines for Resolution and Learning', which was published by the DHSSPSNI on 1st April 2009 (updated June 2011, June 2013 and April 2019) and more recently, the 'Guidance in relation to the Health and Social Care Complaints Procedure April 2022'.

(2) Available evidence

Evidence to help inform the screening process may take many forms. What evidence/information have you gathered to inform this policy?

2.1 Staff Affected by this Policy/Proposal – Composition of Southern Trust Workforce.

Section 75 Group	***Southern Trust Workforce Profile as at 1 January 2022***	***Percentage***
Gender	Female Male	**85.3%** **14.7%**
Religion	Protestant Roman Catholic Neither	**34.9%** **57.2%** **7.9%**
Political Opinion	Broadly Unionist Broadly Nationalist Other Do Not Wish To Answer/Not Known	**9.1%** **9.9%** **7.8%** **73.2%**
Age	16-24 25-34 35-44 45-54 55-64 65+	**8.7%** **24.3%** **25.3%** **21.0%** **17.5%** **3.2 %**
Marital Status	Single Married Not Known	**33.2%** **56.9%** **9.9%**
Dependent Status	Caring for a Child/Children / Dependant Older Person / Person With a Disability None Not Known	 **17.1%** **31.1%** **51.8%**
Disability	Yes No Not Known	**2.4%** **76.3%** **21.3%**
Ethnicity	Bangladeshi Black African Black Caribbean Black Other Chinese Filipino Indian Irish Traveller Mixed Ethnic Pakistani White Not Known	**0.01%** **0.2%** **0.02%** **0.02%** **0.08%** **0.4%** **0.7%** **0.02%** **0.2%** **0.1%** **77.5%** **20.8%**
Sexual Orientation *towards:*	Opposite Sex Same Sex Same and Opposite Sex Do Not Wish To Answer/Not Known	**57.2%** **1.0%** **0.2%** **41.6%**

2.2 Southern Trust's Area Population Profile – Census 2011

Section 75 Group	*Trust's Area Population Profile (Population of 358,034)*	*Percentage*
Gender	Female Male	**50.36** **49.64**
Religion	Protestant Roman Catholic Other	**39.15** **56.69** **4.16**
Political Opinion	Not collected	
Age	0-15 16-24 25-44 45-64 65-84 85+	**22.73** **12.25** **28.45** **23.40** **11.69** **1.48**
Marital Status (aged 16+ years)	Single Married/Civil Partnership Other	**34.99** **50.24** **14.77**
Dependent Status	Caring for a Child/Children/Dependant Older Person/Person(s) With a Disability	**11.34% of usually resident population provide unpaid care**
Disability	Yes No	**19.64** **80.36**
Ethnicity	Asian Other Bangladeshi Black African Black Caribbean Black Other Chinese Indian Irish Traveller Mixed Ethnic Group Other Pakistani White	**0.20** **0.01** **0.11** **0.01** **0.10** **0.22** **0.17** **0.15** **0.29** **0.16** **0.07** **98.51**
Sexual Orientation	Estimated 6-10% of persons identify as lesbian, gay, bisexual – *Source: 2012 report by Disability Action & Rainbow Project*	

(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.

Section 75 Category	***Details of Needs, Experiences and Priorities***	
	Staff	***Service Users***
Gender	N/A	N/A
Age	N/A	N/A
Religion	N/A	N/A
Political Opinion	N/A	N/A
Marital Status	N/A	N/A
Dependent Status	N/A	N/A
Disability	Policy will be made available in other formats where required to meet the needs of those with disabilities.	N/A
Ethnicity	Policy will be made available as required in other languages for staff and services users/family/carers for whom English is not their first language.	N/A
Sexual Orientation	N/A	N/A

(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 was adapted from the Department of Health (DoH) Guidance on Health and Social Care Complaints Procedure April 2022.

The Policy was drafted and shared for discussion/review/amendments with:
Corporate Service User Feedback Manager
Corporate Clinical and Social Care Governance Manager
Interim Director of Clinical and Social Care Governance
Deputy Medical Director for Governance
Directorate Governance Co-Ordinators

Corporate Liaison Officers Corporate Service User Feedback team Policy Scrutiny Committee

(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***
	Staff	***Service Users***	
Gender	N/A	N/A	None
Age	N/A	N/A	None
Religion	N/A	N/A	None
Political Opinion	N/A	N/A	None
Marital Status	N/A	N/A	None
Dependent Status	N/A	N/A	None
Disability	With the provision of reasonable adjustments to meet needs	N/A	Minor
Ethnicity	Due to the availability of alternative formats and involvement of interpreters or interpreted information.	N/A	Minor
Sexual Orientation	N/A	N/A	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	None
Age	None
Religion	None
Political Opinion	None
Marital Status	None
Dependent Status	None
Disability	The Policy will be accessible on SharePoint, as requested the Corporate Service User Feedback team can make reasonable adjustments to meet the needs of staff and service users/family/carers.
Ethnicity	Due to the availability of alternative formats and involvement of interpreters or provision of interpreted information there should be better equality of opportunity for staff and service users/family/carers whose first language is not English.
Sexual Orientation	None

(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	N/A	None
Political opinion	N/A	None
Racial group	N/A	None

(4.4) Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?	
Good relations category	***Please provide details***
Religious belief	None
Political opinion	None
Racial group	None

(5) Consideration of Disability Duties

(5.1) How does the policy/proposal encourage disabled people to participate in public life and promote positive attitudes towards disabled people?

The Policy is inclusive for engagement from all staff, service users/family/carers and provision can be made to meet additional needs to encourage participation as required.

(6) Consideration of Human Rights

The Trust has a duty to act compatibly and must take Human Rights considerations into account in its day-to-day functions/activities.

(6.1) How does the policy/proposal impact on 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			√
Article 3 – Right to freedom from torture, inhuman or degrading treatment or punishment			√
Article 4 – Right to freedom from slavery, servitude & forced or compulsory labour			√
Article 5 – Right to liberty & security of person			√
Article 6 – Right to a fair & public trial within a reasonable time			√

Article	Positive impact	Negative impact = human right interfered with or restricted	Neutral impact
Article 7 – Right to freedom from retrospective criminal law & no punishment without law			√
Article 8 – Right to respect for private & family life, home and correspondence.			√
Article 9 – Right to freedom of thought, conscience & religion			√
Article 10 – Right to freedom of expression			√
Article 11 – Right to freedom of assembly & association			√
Article 12 – Right to marry & found a family			√
Article 14 – Prohibition of discrimination in the enjoyment of the convention rights			√
1st protocol Article 1 – Right to a peaceful enjoyment of possessions & protection of property			√
1st protocol Article 2 – Right of access to education			√

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 on tel: 028 375 64151. 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.

Human Rights considerations should be taken into account with every interaction and activity performed within the Trust on a daily basis. Section 8.0 of the Policy and Procedure specifically references that Human Rights have been taken in to consideration.

(7) Screening Decision

(7.1) Given the answers in Section 4 of this template, how would you categorise the impacts of this decision or policy/proposal? *(Please tick one option below and list your reasons for the decision in 7.2 below)*

		EQIA Required? *(Delete as appropriate)*	
Major impact		**Yes**	**No**

Minor impact	**+ Positive**	Mitigation Required	Alternative Policy Required
		No	**No**

No impact		**Screened Out**

(7.2) Please give reasons for your decision and detail any mitigation or alternative policies considered.

This Policy aims to inform staff and service users/family/carers on procedures relating to the management of Compliments and Complaints in an open and honest manner, ensuring they are reviewed promptly with the aim of seeking resolution and learning to avoid reoccurrence, improve service delivery and patient experience.

Minor impact has been chosen based on the potential need to alter the format or delivery of the Policy due to disability needs or language differences, however this Policy should have an overall positive impact on staff, service users/families/carers and the organisation as it learns.

Mitigations or alternative Policies are not considered necessary.

(7.3) Do you consider the policy/proposal needs to be subjected to ongoing screening? NB: for strategies/policies that are to be put in place through a series of stages – screen at various stages during implementation.

Yes	
No	√

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(8) Monitoring

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

The Policy and Procedure document will be subject to review in line with the DoH Guidance in relation to the Health and Social Care Complaints Procedure.
The Corporate Service User Feedback team will undertake an audit programme to monitor compliance with various aspects of the Policy, results will be shared with Directorate Governance Co-Ordinators.

Approved Lead Officer: Rebecca Murray

Position: Corporate Service User Feedback

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Date: 14.9.2022

Policy/proposal screened by: Stacey Hetherington. 20/09/2022

Please forward completed screening template to Equality.Unit@southerntrust.hscni.net for inclusion in the Trust's Policy Screening Reports which are uploaded to the Trust's website.