

Equality Impact Assessment

Name of project, policy, function, service or proposal being assessed:	Unacceptable Customer Behaviour Policy				
The main objective of (please insert the name of accessed document stated above):	Ensure the Council has a clear policy and process for the handling of unacceptable behaviour by customers to ensure the health and wellbeing of officers is protected.				
<p>What impact will this (please insert the name) have on the following groups? Please note that you should consider both external and internal impact:</p> <ul style="list-style-type: none"> • External (e.g. stakeholders, residents, local businesses etc.) • Internal (staff) 					
Please use only 'Yes' where applicable		Negative	Positive	Neutral	Comments
<u>Gender</u>	External			x	
	Internal		x		
<u>Gender Reassignment</u>	External			x	
	Internal		x		
<u>Age</u>	External			x	
	Internal		x		

<u>Marriage and civil partnership</u>	External			x	
	Internal		x		
<u>Disability</u>	External			x	
	Internal		x		
<u>Race & Ethnicity</u>	External			x	
	Internal		x		
<u>Sexual Orientation</u>	External			x	
	Internal		x		
<u>Religion or Belief (or no Belief)</u>	External			x	
	Internal		x		
<u>Pregnancy & Maternity</u>	External			x	
	Internal		x		
<u>Other Groups</u> (e.g. any other vulnerable groups, rural isolation, deprived areas, low income staff etc.)	External			x	
	Internal		x		

Please state the group/s: _____					

<p>Is there is any evidence of a high disproportionate adverse or positive impact on any groups?</p>	<p>Yes</p>	<p>No</p>	<p>There is evidence of a positive impact on all protected characteristic groups who are employees of the Council. The Unacceptable Customer Behaviour policy provides clear processes as to how unacceptable behaviour will be managed. Unacceptable behaviour includes discrimination, victimisation or harassment on the basis of any protected characteristic and is written in compliance with the equality Act 2010.</p> <p>There is no evidence to suggest a negative impact on particular characteristics as a result of the policy. The Council must comply with the public sector equality duty and caution will be exercised before imposing any restrictions on customer access to ensure compliance with that duty. Any restriction would need to be proportionate to a legitimate aim and this is set out within the policy.</p> <p>More effective data management of customers to whom the policy is applied will enable better assessment of impacts.</p> <p>The council has a reasonable adjustments policy and this is references as part of the Complaints, Compliments and</p>
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			Comments Policy so any customers needing support in their complaint handling will be identified and supported.
Is there an opportunity to mitigate or alleviate any such impacts?	Yes	No	The reasonable adjustment policy supports reporting under this policy. Data will be collected to monitor impacts of the policy on specific characteristic groups.
Are there any gaps in information available (e.g. evidence) so that a complete assessment of different impacts is not possible?	Yes	No	Comment
In response to the information provided above please provide a set of proposed action including any consultation that is going to be carried out:			
Planned Actions	Timeframe	Success Measure	Responsible Officer
Review of reporting of unacceptable customer behaviour	Annually	Effective reporting and feedback from reporters and monitoring complaints to establish whether there is evidence of a specific impact based on a protected characteristic.	Deputy Chief Executive

Authorisation and Review

Completing Officer	
	Authorising Head of Service/Director

Date	
Review date (if applicable)	