



**Screening Template for
*Customer Feedback Policy (review)***

Date: 19 January 2021

LNI Screening Template

Part 1. Procedure Scoping

Information about the procedure

<p>Name of the procedure</p> <p>Customer Feedback Policy (review 2021)</p>
<p>Is this an existing, revised or a new procedure?</p> <p>Revised</p>
<p>What is it trying to achieve? (intended aims/outcomes)</p> <p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> – to underline the worth, we place on customer feedback; – to provide a framework for handling customer feedback including complaints; – to ensure that feedback is collected, managed and used to help us enhance the customer experience and improve how we do our business; and – to set processes, including timescales, in place to ensure that feedback is responded to appropriately.
<p>Are there any Section 75 categories which might be expected to benefit from the intended procedure? If so, explain how.</p> <p>The policy offers the same benefits to all persons irrespective of their status in relation to section 75 categories.</p>
<p>Who initiated or wrote the procedure?</p> <p>The policy was developed by the Libraries NI Staff Development</p>
<p>Who owns and who implements the procedure?</p> <p>Director of Business Support</p>

Implementation Factors

Are there any factors which could contribute to/detract from the intended aim/outcome of the procedure?

If yes, are they

financial

legislative

**other, please
specify** _____

Main stakeholders affected

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

staff

service users

other public sector organisations

Voluntary/community/trade unions

**Other, please
specify** _____

Other policies with a bearing on this procedure

Customer Feedback Procedures

[Data Protection Policy](#)

Available evidence

What evidence/information (both qualitative and quantitative) have you gathered to inform this procedure? Specify details for each of the section 75 categories

Section 75 category	Details of evidence/information
Religious belief	As the policy applies to and impacts on all section 75 categories in a fair and consistent manner no qualitative and quantitative evidence has been gathered to inform this procedure
Political opinion	As above
Racial group	As above
Age	As above
Marital status	As above
Sexual orientation	As above
Men women generally	As above
Disability	As above
Dependants	As above

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 procedure/decision? Specify for each of the section 75 categories.

Section 75 category	Details of needs/experiences/priorities
Religious belief	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of religious belief
Political opinion	The policy and procedure applies fairly and consistently to all members of staff and/or persons impacted by this procedure irrespective of political opinion
Racial group	Where necessary the policy and procedure may require to be translated into alternative languages.
Age	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of age
Marital status	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of marital status
Sexual orientation	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of sexual orientation
Men women generally	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of gender
Disability	Need to consider use of different formats when communicating the policy and procedure in order to allow a full understanding of the procedure to be gained
Dependants	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of dependants

Part 2. Screening questions

1 What is the likely impact on equality of opportunity for those affected by this procedure, for each of the Section 75 equality categories?		
Section 75 category	Details of procedure impact	Level of impact? Minor/major/none
Religious belief		None
Political opinion		None
Racial group	Provided consideration is given to those whose first language is not English	None
Age		None
Marital status		None
Sexual orientation		None
Men 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 reasons
Religious belief		The policy and procedure does not impact on the equality of opportunity for this category
Political opinion		The policy and procedure does not impact on the equality of opportunity for this category
Racial group	By addressing language needs and translation of any relevant material	
Age		The policy and procedure does not impact on the equality of opportunity for this category
Marital status		The policy and procedure does not impact on the equality of opportunity for this category
Sexual orientation		The policy and procedure does not impact on the equality of opportunity for this category
Men women generally		The policy and procedure does not impact on the equality of opportunity for this category
Disability	By addressing needs and providing reasonable adjustments for those with a disability	
Dependants		The policy and procedure does not impact on the equality of opportunity for this category

3 To what extent is the procedure likely to impact on good relations between people of different religious belief, political opinion or racial group? Minor/major/none		
Section 75 category	Details of procedure impact	Level of impact Minor/major/none
Religious belief	None	None
Political opinion	None	None
Racial group	None	None

4 Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?		
Section 75 category	If yes, provide details	If no, provide reasons
Religious belief		The scope of the policy and procedure does not offer the opportunity to promote good relations.
Political opinion		As Above
Racial group		As Above

Additional considerations

Multiple identity

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

As the policy and procedure applies fairly and consistently to all persons employed by Libraries NI irrespective of their membership of a particular section 75 category the issues of multiple identity is already covered in the previous responses.

Part 3. Screening decision

If the decision is not to conduct an equality impact assessment, please provide details of the reason.

The policy and procedure does not have any adverse impact on any of the Section 75 categories - provided proper consideration is given to those who may have particular needs e.g. staff who do not speak English as a first language, hearing, learning.

If the decision is not to conduct an equality impact assessment consider if the procedure should be mitigated or an alternative procedure be introduced.

The policy and procedure derived from and addresses a range of legislative responsibilities and best practice and as such cannot be mitigated or replaced by an alternative

If the decision is to subject the procedure to an equality impact assessment, please provide details of the reason

Not applicable

Mitigation

Can the procedure/decision be amended or changed or an alternative procedure introduced to better promote equality of opportunity and/or good relations?

If so, give the **reasons** to support your decision, together with the proposed changes/amendments or alternative procedure.

The policy and procedure derived from and addresses a range of responsibilities and best practice and as such cannot be replaced by an alternative

Timetabling and prioritising

If the procedure has been 'screened in' for equality impact assessment, then please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3, with 1 being the lowest priority and 3 being the highest, assess the procedure in terms of its priority for equality impact assessment.

Priority criterion	Rating (1 - 3)
Effect on equality of opportunity and good relations	N/A
Social need	N/A
Effect on people's daily lives	N/A
Relevance to a public authority's functions	N/A

Note: The Total Rating Score should be used to prioritise the procedure in rank order with other policies screened in for equality impact assessment. This list of priorities will assist in timetabling. Details of the Equality Impact Assessment Timetable should be included in the quarterly Screening Report.

Is the procedure affected by timetables established by other relevant public authorities? - NO

If yes, please provide details:

Part 4. Monitoring

The procedure will be monitored by Internal reporting and biennial review

Part 5. Approval and authorisation

Screened by:	Position/Job Title:	Date:
<i>Jacqueline McKinstry</i>	Head of HR	19/01/2021
Approved by:		
<i>D. Minihely</i>	Director of Business Support	19/01/2021

Note: A copy of the Screening template, for each procedure screened should be 'signed off' and approved by a senior manager responsible for the procedure, made easily accessible on the website as soon as possible following completion and made available on request.