

## Equality Screening Template for Customer Feedback Policy

**Date:** May 2024



# Equality Screening Template

## Part 1. Procedure Scoping

Information about the procedure

<b>Name of the procedure</b>  Customer Feedback Policy (review 2024)
<b>Is this an existing, revised or a new procedure?</b>  Revised
<b>What is it trying to achieve? (intended aims/outcomes)</b>  The purpose of this policy is to: <ul style="list-style-type: none"><li>– to underline the worth, we place on customer feedback;</li><li>– to provide a framework for handling customer feedback including complaints;</li><li>– to ensure that feedback is collected, managed and used to help us enhance the customer experience and improve how we do our business; and</li><li>– to set processes, including timescales, in place to ensure that feedback is responded to appropriately.</li></ul>
<b>Are there any Section 75 categories which might be expected to benefit from the intended procedure?</b> <b>If so, explain how.</b>  The policy offers the same benefits to all persons irrespective of their status in relation to section 75 categories.
<b>Who initiated or wrote the procedure?</b>  The policy was developed by the Libraries NI Staff Development
<b>Who owns and who implements the procedure?</b>  Director of Business Support

## 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

<b>Section 75 category</b>	<b>Details of evidence/information</b>
<b>Religious belief</b>	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
<b>Political opinion</b>	As above
<b>Racial group</b>	As above
<b>Age</b>	As above
<b>Marital status</b>	As above
<b>Sexual orientation</b>	As above
<b>Men women generally</b>	As above
<b>Disability</b>	As above
<b>Dependants</b>	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.

<b>Section 75 category</b>	<b>Details of needs/experiences/priorities</b>
<b>Religious belief</b>	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of religious belief
<b>Political opinion</b>	The policy and procedure applies fairly and consistently to all members of staff and/or persons impacted by this procedure irrespective of political opinion
<b>Racial group</b>	Where necessary the policy and procedure may require to be translated into alternative languages.
<b>Age</b>	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of age
<b>Marital status</b>	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of marital status
<b>Sexual orientation</b>	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of sexual orientation
<b>Men women generally</b>	The policy and procedure applies fairly and consistently to all members of staff and persons impacted by this procedure irrespective of gender
<b>Disability</b>	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 .
<b>Dependants</b>	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

<b>1 What is the likely impact on equality of opportunity for those affected by this procedure, for each of the Section 75 equality categories?</b>		
<b>Section 75 category</b>	<b>Details of procedure impact</b>	<b>Level of impact? Minor/major/none</b>
<b>Religious belief</b>		None
<b>Political opinion</b>		None
<b>Racial group</b>	Provided consideration is given to those whose first language is not English	None
<b>Age</b>		None
<b>Marital status</b>		None
<b>Sexual orientation</b>		None
<b>Men women generally</b>		None
<b>Disability</b>		None
<b>Dependants</b>		None

<b>2 Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?</b>		
<b>Section 75 category</b>	<b>If yes, provide details</b>	<b>If no, provide reasons</b>
<b>Religious belief</b>		The policy and procedure does not impact on the equality of opportunity for this category
<b>Political opinion</b>		The policy and procedure does not impact on the equality of opportunity for this category
<b>Racial group</b>	By addressing language needs and translation of any relevant material	
<b>Age</b>		The policy and procedure does not impact on the equality of opportunity for this category
<b>Marital status</b>		The policy and procedure does not impact on the equality of opportunity for this category
<b>Sexual orientation</b>		The policy and procedure does not impact on the equality of opportunity for this category
<b>Men women generally</b>		The policy and procedure does not impact on the equality of opportunity for this category
<b>Disability</b>	By addressing needs and providing reasonable adjustments for those with a disability	
<b>Dependants</b>		The policy and procedure does not impact on the equality of opportunity for this category

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

<b>4 Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?</b>		
<b>Section 75 category</b>	<b>If yes, provide details</b>	<b>If no, provide reasons</b>
<b>Religious belief</b>		The scope of the policy and procedure does not offer the opportunity to promote good relations.
<b>Political opinion</b>		As Above
<b>Racial group</b>		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. persons who do not speak English as a first language or those with communication difficulties e.g. hearing.

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	14/05/2024
Approved by:		
<i>D. Minchey</i>	Director of Business Support	16 May 2024

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.