

EQUALITY IMPACT ASSESSMENT

Name of activity:	Housing Ombudsman Complaint Handling Code Self-Assessment	Date Completed:	02/01/2024		
Directorate / Division responsible for activity:	Environment and Communities - Housing	Lead Officer:	Sasha Hawkins		
Existing Activity	Y	New / Proposed Activity	N	Changing / Updated Activity	N

What are the aims / main purposes of the activity?

To carry out the self-assessment against the Housing Ombudsman's Complaint Handling Code. This is a mandatory annual requirement set by the Housing Ombudsman Service to ensure our complaint handling remains in line with the Code.

What are the main actions and processes involved?

Completing the self-assessment in the template provided by the Housing Ombudsman, this involves reviewing our processes and policies to ensure they remain compliant.

Who is intended to benefit & who are the main stakeholders?

Our tenants and leaseholders will benefit as by carrying out the self-assessment we ensure that our complaint handling remains consistent and compliant with the Code, and any gaps are highlighted allowing us to take action.

The main stakeholders are –
Internal
Infomanagement team

External
Tenants
Leaseholders
Housing Ombudsman

Have you already consulted on / researched the activity?

No as this is an annual activity we must carry out, and the self-assessment is set out in a prescribed format by the Housing Ombudsman. We use satisfaction data from complaint handling surveys to provide insights on how satisfied residents are with our complaint handling. This is collected at the end of every complaint with residents having the opportunity to provide feedback, this helps inform our self-assessment each year and highlight areas where we may need to improve further as it asks questions relevant to our policy and the Complaint Handling Code.

Impact on people with a protected characteristic (What is the potential impact of the activity? Are the impacts high, medium or low?)

Protected characteristics / groups	Is there an impact (Yes / No)	If Yes, what is it and identify whether it is positive or negative
Age (older / younger people, children)	Yes	Positive – by carrying out the self-assessment it ensures are complaint handling is in line with the Housing Ombudsman Complaint Handling Code, this ensures consistency in our approach and that all tenants and leaseholders going through our complaint procedure are treated in a fair and transparent way in line with the code. Reasonable adjustments are made when required, and these are agreed with complainants throughout the process, our policy also allows third parties to represent complainants on their behalf.
Disability (people with physical / sensory impairment or mental)	Yes	As above

disability)		
Gender reassignment (the process of transitioning from one gender to another.)	Yes	As above
Marriage & Civil Partnership (Marriage and registered civil partnerships)	Yes	As above
Pregnancy & maternity (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	Yes	As above
Race (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)	Yes	As above
Religion & belief (religious faith or other group with a recognised belief system)	Yes	As above
Sex (male / female)	Yes	As above
Sexual orientation (lesbian, gay, bisexual, heterosexual)	Yes	As above
Whilst Socio economic disadvantage that people may face is not a protected characteristic; the potential	Yes	As above

impact on this group should be also considered		
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What evidence has been used to assess the likely impacts?

This is a mandatory activity that we must complete each year, the self-assessment is set out in a prescribed format. The Code itself ensure good practise and that complaints are dealt with effectively and fairly. By complying with the code, we ensure that those with protected characteristics are positively impacted as the process is resident focused, specific elements of the code ensure fairness and accessibility to the complaint process.

Landlords must make their complaint policy available in a clear and accessible format for all residents. This

Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally.

Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.

Decision following initial assessment

Continue with existing or introduce new / planned activity	Y	Amend activity based on identified actions	N
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Action Plan

Impact identified	Action required	Lead Officer	Deadline
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None	None		

Monitoring & Review	
Date of last review or Impact Assessment:	02/01/24
Date of next 12-month review:	02/01/25
Date of next 3-year Impact Assessment (from the date of this EIA):	

Date EIA completed:	02/01/24
Signed by Person Completing:	S Hawkins