



Ref No: EQ626570625

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Officer Name: Majella Sharma

Email Address: majella.sharma@ipswich.gov.uk

Title of report: Housing Ombudsman Code Compliance Report

Report : The purpose of the code is to provide a clear framework and set of standards for the effective handling of complaints to ensure consistency and fairness in the process. Bringing about increased accountability ensuring our residents feel heard and that their complaints are resolved efficiently and transparently. Our new Stage 2 policy once approved will be published online and shared widely with staff internally to raise awareness of the policy

What evidence/data is being used to support this equality analysis? Please select all that apply.: Customers complaints/comments, Analysis of service data (e.g I-card)

Service area: Customer Services and Channel Shift

Corporate Manager: Hannah Leys

Corporate Manager email: Hannah.Leys@ipswich.gov.uk

Links to supporting documents where available: Yes

Please upload any supporting documents: FINAL Annual Report.docx, New Complaints Policy Draft.docx

What is proposed?: Our proposal is to ensure we comply with the new Housing Ombudsman statutory code which came into effect on 1st April 2024

Why are the changes being introduced?: As a result of the code we are introducing a new 2 stage complaints policy.

What evidence is being used to support this Equality Impact Assessment, and how is it being used?: We are following the Housing Ombudsman Self Assessment criteria which sets out how we must meet all areas of the code including the introduction of a 2 stage complaints process moving away from our existing 3 stages.

How will this change be implemented?: We submitted our self-assessment online on Thur 27th June 2024 which sets out our statutory requirements for adopting the Code. Our Annual Complaints report for 24/25, our 2 stage complaints policy and our executive summary will all be presented at our 6th of August Executive meeting.

Age: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: Through the introduction of a new Quality Assurance Complaints officer role we will support our residents who have varied degrees of need to help them raise their complaint in a confidential and fair way ensuring that our complaints process is accessible to all.

Disability: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: For members of our community who may require greater levels of support, measures are in place to ensure this happens. Our Quality Assurance officers role is to support greater accessibility around the policy to ensure everyone has the opportunity to be heard regardless of their age or disability. Our Contact Centre staff have been fully briefed on all aspects of the code and training has been provided council wide to all complaint champions to support the new stage 2 complaints process. Most housing staff have been trained and this will continue with new starters in the organisation. It is pivotal that all our staff are aware of our complaints process.

Marriage & Civil Partnership: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: We will not discriminate on grounds of marriage and civil partnership and see all partnerships as equal.

Race: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: We will ensure fairness to all under the Equality Act 2010 to ensure everyone has the right to complain and have their complaint heard in fair and equitable way regardless of their race.

Pregnancy & Maternity: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: We will not discriminate our staff on grounds of pregnancy

Religion or Belief: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: Under the Equality Act 2010 we will never exclude our residents from raising a complaint based on their religious beliefs. Our 2 stage policy is accessible to everyone.

Gender Reassignment: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: Our policy will not discriminate gender reassignment complainants where we will continue to uphold the Equality Act 2010.

Sex: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or

further promote positive impact.: We will not discriminate anyone from making a complaint based on whether they are male or female. Our policy is open to everyone to complain.

Sexual Orientation: Positive

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: We will always be open and honest when handling complaints and will never victimise our complainants based on their sexual orientation

I can confirm the report does meet Ipswich Borough Council's equality objectives:I can confirm the report does meet Ipswich Borough Council's equality objectives

The report helps us to 'eliminate unlawful discrimination, harassment & victimisation' in the following way(s): Yes

The report helps us to 'advance equality of opportunity...' in the following way(s): Yes

The policy helps us to 'foster good relations...' in the following way(s):Improved community relation fostering stronger relationships with our disabled residents.

The new provisions will be reviewed in the following way(s):The Complaints Policy will be reviewed annually with the next review taking place in April 2025
