

Customer Access Review – Full Assessment

Before completing this Full Assessment, please read the Guidance Note on Customer Access Reviews
Initial Screening is required before completion of a Full Assessment

Assessment details		
Assessment area		Member Code of Conduct Complaints
Date of assessment		26 November 2019: Reviewed 13.12.2022
Directorate and Service		Corporate Services
Manager		Monitoring Officer
Officer conducting assessment		Monitoring Officer
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	The Member Code of Conduct Complaints Procedure provides an approach to complaints handling into alleged breaches of the Member Code of Conduct.
2	Who will be affected?	Service users/complainants
3	How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	Contributes to the Corporate Plan objectives: <ul style="list-style-type: none"> • A Council Performing Strongly • The Council is subject to numerous legal duties relating to equalities e.g. race, disability, gender etc. The Council recognises and welcomes those duties, which are embraced in its Equality and Diversity Document Framework. •
4	Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	Under Section 28 of the Localism Act 2011, the Council must have in place ' arrangements ' under which allegations that Borough/Parish/Town Councillors have failed to comply with the respective Member Code of Conduct can be considered and decisions made on such allegations.

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Step 2: Information collection

Note: Equality and Diversity information for Dartford can be found at <https://www.kent.gov.uk/about-the-council/information-and-data/facts-and-figures-about-Kent>

5	What do you know about the groups of people who will be affected? i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)	The Council collects and reports on equality information (voluntary supplied by complainants) through the Monitoring Officer annual report to the Audit Board.
6	What consultation has taken place with affected groups? Please describe who was consulted and the key findings	None
7	Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?	No

Step 3: Assessing the equality impact

8	<p>Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the General Equality Duty:</p> <p>a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations</p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> • The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration • For existing activities, consider how they are working in practice for each relevant protected group • For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group • If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9 • If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9 				
		POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
a	Age	Information not required		<input checked="" type="checkbox"/>	<input type="checkbox"/>
b	Disability	The Council requires complaints to be in writing, but will make a		<input checked="" type="checkbox"/>	<input type="checkbox"/>

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		reasonable adjustment for complainants under the Equality Act 2010. This may include accepting a verbal complaint. The Council may also respond in a particular format which is accessible to the disabled person, such as braille, large print, email or audio formats or may use a translation service where English is not the complainants main language.			
c	Gender (including reassignment)	Gender neutral		<input checked="" type="checkbox"/>	<input type="checkbox"/>
d	Race	Race neutral		<input checked="" type="checkbox"/>	<input type="checkbox"/>
e	Religion/Belief	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
f	Sexual Orientation	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
g	Pregnancy/Maternity	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
9	If 'no impact' or 'unknown' was selected, please explain				
10	If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups	Not applicable			
11	Any other comments	Non-discrimination provisions are referred to in the Member Code of Conduct Complaints Procedure .			

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Step 4: Action plan

11. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:

- a) any gaps in information and consultation
- b) how any negative impacts on equality will be mitigated or eradicated

a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer

b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer

Step 5: Decision making and future monitoring

13	Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	Chief Officer & Director of Corporate Services
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14	How will you continue to monitor the impact of the activity or proposal on the equality groups?	Monitoring of equality information received through the Member Code of Conduct complaints process.
15	When will you review this Customer Access Review?	Every three years
Step 6: Final steps		
16	Once this Customer Access Review has been approved, send this assessment to the Community Development Manager	
17	If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report	
18	Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded	