

PBNI Equality Impact Screening

Part 1 Policy Scoping

Information about the policy

This form should be read in conjunction with the Equality Commission's revised Section 75, "A Guide for Public Authorities" April 2010 and available via the following link [S75 Guide for Public Authorities April 2010](#). Staff should complete a form for each new or revised policy for which they are responsible (see page 6 for a definition of policy in respect of section 75).

The purpose of screening is to identify those policies that are likely to have an impact on equality of opportunity and/or good relations and so determine whether an Equality Impact Assessment (EQIA) is necessary. Screening should be introduced at an early stage when developing or reviewing a policy.

1.1 Name of the policy

Complaints Policy for Service users & members of the public

1.2 Is this an existing, revised or a new policy? (Use drop down menu)

Revised

1.3 What is it trying to achieve? (Intended aims/outcomes)

To have in place a process for receipt, recording, investigating and responding to complaints

1.4 Are there any Section 75 categories which might be expected to benefit from the intended policy? If so, explain how.

This policy applies to all members of the public and of particular relevance to those currently under PBNI supervision.

1.5 Who initiated or wrote the policy?

Gail McGreevy/Joanne Meadows

1.6 Who owns and who implements the policy?

Gail McGreevy – Head of Communications

Implementation factors

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

N/A

If yes, are they

financial

legislative

other, please specify

Main stakeholders affected

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

staff

service users

other public sector organisations

voluntary/community/trade unions

other, please specify

1.9 Other policies with a bearing on this policy

- what are they?

Grievance Policy
Disciplinary Policy
Capability Policy
Health & Safety Policy
Management of Information Policy
Whistleblowing Policy
Counter-Fraud Policy
Protocol between PBNi and the Prisoner Ombudsman for Northern Ireland
Best Practice Framework
Dignity at Work
PBNi Grievance Policy

- who owns them?

Communications Section PBNI

Available evidence

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

The following statistical information relates to all Pre-Sentence Reports (PSR) and New Orders and not those specifically those who have made a complaint under the previous Complaints Policy

Section 75 category	Details of evidence/information																					
Religious belief	<p>Religious Belief Profile: Persons on whom PSRs completed and Orders Made: 2011/12</p> <table border="1"> <thead> <tr> <th>Religious Belief</th> <th>PSRs N=3,002 (49%)</th> <th>New Orders N=1,670 (46%)</th> </tr> </thead> <tbody> <tr> <td>Roman Catholic</td> <td>52%</td> <td>52%</td> </tr> <tr> <td>Protestant</td> <td>36%</td> <td>38%</td> </tr> <tr> <td>Other Christian</td> <td>2%</td> <td>2%</td> </tr> <tr> <td>Muslim</td> <td>*</td> <td></td> </tr> <tr> <td>Other</td> <td>1%</td> <td>1%</td> </tr> <tr> <td>None</td> <td>8%</td> <td>8%</td> </tr> </tbody> </table>	Religious Belief	PSRs N=3,002 (49%)	New Orders N=1,670 (46%)	Roman Catholic	52%	52%	Protestant	36%	38%	Other Christian	2%	2%	Muslim	*		Other	1%	1%	None	8%	8%
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	(49%)	(46%)	
	White	97%	98%
	Chinese	*	
	Black African	1%	*
	Black	*	*
	Black Other	*	
	Irish Traveller	1%	1%
	Other	1%	1%
Age	Age Profile: Persons on whom PSRs completed and Orders Made: 2011/12		
	Age	PSRs* N=6,172 (100%)	New Orders N=3,660 (100%)
	Under 18	4%	4%
	18-19	9%	11%
	20-24	26%	29%
	25-29	18%	19%
	30-39	21%	19%
	40-49	15%	13%
	50-59	6%	5%
	60 +	2%	1%
Marital status	Marital Status Profile: Persons on whom PSRs completed and Orders Made: 2011/12		
	Marital Status	PSRs N=2,958 (48%)	New Orders N=1,635 (45%)
	Single (Never Married)	70%	77%
	Married	16%	12%
	Separated	7%	5%
	Divorced	6%	5%
	Widowed	1%	1%
Sexual orientation	Sexual Orientation Profile: Persons on whom PSRs completed and Orders Made: 2011/12		
	Sexual Orientation	PSRs N=2,914 (47%)	New Orders N=1,615 (44%)
	Heterosexual/ Straight	99%	99%
	Gay/ Lesbian	1%	1%
	Bisexual	*	*
Men and women generally	Gender Profile: Persons on whom PSRs completed and Orders Made: 2011/12		
	Gender	PSRs N=6,172 (100%)	New Orders N=3,660 (100%)

	Female	15%	14%
	Male	85%	86%
Disability	Disability Profile: Persons on whom PSRs completed and Orders Made: 2011/12		
	Disability	PSRs N=2,964 (48%)	New Orders N=1,647 (45%)
	None	63%	66%
	Mental Health Condition	22%	21%
	Physical Impairment	9%	7%
	Long Term Illness	6%	5%
	Learning Disability/ Autism	5%	4%
	Sensory Impairment	1%	1%
Other	4%	4%	
Dependants	Dependants Profile: Persons on whom PSRs completed and Orders Made: 2011/12		
	Dependants	PSRs N=2,993 (48%)	New Orders N=1,658 (45%)
	None	53%	56%
	Child/ Children	45%	42%
	Person with disability	2%	2%
	Elderly Person	2%	1%

Needs, experiences and priorities

1.11 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 policy/decision? Specify details for each of the Section 75 categories

Section 75 category	Details of needs/experiences/priorities
Religious belief	No specific need identified
Political opinion	No specific need identified
Racial group	No specific need identified

Age	No specific need identified
Marital status	No specific need identified
Sexual orientation	No specific need identified
Men and women generally	No specific need identified
Disability	Those with learning disabilities will be offered assistance with completion of the written aspects of making a complaint and all reports will be hand delivered and read to the complainant.
Dependants	Under certain circumstances dependants are able to raise a complaint on behalf of a PBNI service user

Part 2 Equality Screening Questions

SCREENING QUESTIONS

- 2.1** In making a decision as to whether or not there is a need to carry out an equality impact assessment, consider questions 2.5 -2.8 listed below.
- 2.2** If the conclusion is **none** in respect of all of the Section 75 equality of opportunity and/or good relations categories, then the decision may to screen the policy out. If a policy is ‘screened out’ as having no relevance to equality of opportunity or good relations, give details of the reasons for the decision taken.
- 2.3** If the conclusion is **minor** in respect of one or more of the Section 75 equality categories and/or good relations categories, then consideration should still be given to proceeding with an equality impact assessment, or to:
- i.measures to mitigate the adverse impact; or
 - ii.the introduction of an alternative policy to better promote equality of opportunity and/or good relations.

2.4 If the conclusion is **major** in respect of one or more of the Section 75 equality of opportunity and/or good relations categories, then consideration should be given to subjecting the policy to the equality impact assessment procedure.

2.5 Equality Impact

What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? Minor Major None		
Section 75 category	Details of policy impact	Level of impact? Minor Major None
Religious belief	This policy may act as a formal/informal channel through which equality issues can be raised and resolved as soon as possible	Minor
Political opinion	As above	Minor
Racial group	As above	Minor
Age	As above	Minor
Marital status	As above	Minor
Sexual orientation	As above	Minor
Men and women generally	As above	Minor
Disability	As above	Minor

Dependants	As above	Minor
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2.6 Promotion of Equality

Are there opportunities to better promote equality of opportunity for people within the Section 75 equalities categories?		
Section 75 category	If Yes, provide details	If No, provide reasons
Religious belief		The complaints policy can be used to raise equality issues. PBNI is proactive in seeking complaints and resolving complaints at the earliest opportunity and are of the view that this policy supports equality of opportunity.
Political opinion		See above
Racial group		See above
Age		See above
Marital status		See above
Sexual orientation		See above
Men and women generally		See above
Disability		See above

Dependants		See above
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2.7 Good Relation Impact

To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion or racial group? Minor Major None		
Good relations category	Details of policy impact	Level of impact Minor Major None
Religious belief	This policy is capable of having a positive impact on Good Relations	Minor
Political opinion	This policy is capable of having a positive impact on Good Relations	Minor
Racial group	This policy is capable of having a positive impact on Good Relations	Minor

2.8 Promotion of Good Relations

4 Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?		
Good relations category	If Yes , provide details	If No , provide reasons
Religious belief	This policy could be used to raise issues that impact on good relations	
Political opinion	This policy could be used to raise issues that impact on good relations	
Racial group	This policy could be used to raise issues that impact on good relations	

Additional considerations

Multiple identities

2.9 Generally speaking, people can fall into more than one Section 75 category. Taking this into consideration, are there any potential impacts of the policy/decision on people with multiple identities?
(For example; disabled women; young Protestant men; and young lesbians, gay and bisexual people).

2.10 Provide details of data on the impact of the policy on people with multiple identities. Specify relevant Section 75 categories concerned.

The majority of PBNI's clients are younger men however no specific issues have been identified for this age group.

2.11 Is there an opportunity through this policy for PBNI to promote positive attitudes towards disabled people or encourage the participation of disabled people in public life?

Yes

No

If answered yes detail how this will be achieved: -

Indirectly though offering an opportunity for people to complain about attitudes that do not promote positive attitudes.

Part 3 Screening decision

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

The screening of PBNI's revised complaints policy has not identified any significant equality concerns.

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

Not applicable

3.3 If the decision is to subject the policy to an equality impact assessment, please provide details of the reasons.

Not applicable

Mitigation

3.4 When the likely impact is 'minor' an equality impact assessment is not to be conducted, mitigation may lessen the severity of any equality impact, or the introduction of an alternative policy to better promote equality of opportunity or good relations.

3.5 Can the policy/decision be amended or changed or an alternative policy introduced to better promote equality of opportunity and/or good relations and if so, give the **reasons** to support your decision, together with the proposed changes/amendments or alternative policy.

Not applicable