

## 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 AND MEMBERS OF THE PUBLIC

#### 1.2 Is this an existing, revised or a new policy?

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

The aim of this policy is to ensure that there is a fair and effective process in place for the receipt, recording, investigating and response to external complaints. This policy will ensure PBNI deal with complaints promptly, professionally and sensitively, bearing in mind the needs and individual circumstances of complainants.

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

No

#### 1.5 Who initiated or wrote the policy?

Gail McGreevy

#### 1.6 Which Dept. owns and who implements the policy?

Communications Unit. This policy is implemented throughout PBNI for external complaints.

### Implementation factors

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

X No

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  
Best Practice Framework  
Dignity at Work Policy  
PBNI Grievance Policy

- who owns them?

Communications Unit, Finance Department, Human Resources Department

## 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.

Section 75 category	Details of evidence/information
<b>Religious belief</b>	<p>Details from the latest Section 75 report indicated that PBNI workforce is as follows:</p> <p>Non-determined 7% Protestant 45% Catholic 47% Blank 1%</p> <p>The operation of this policy has no impact on religious belief</p>
<b>Political opinion</b>	<p>The operation of this policy has no impact on political opinion</p>
<b>Racial group</b>	<p>Details from the latest Section 75 report indicate that the PBNI workforce is as follows:</p> <p>White 97.42% Mixed 0.7% Other 0.23% Not disclosed 0.7%</p> <p>The operation of this policy has no impact on Racial Group</p>
<b>Age</b>	<p>Details from the latest Section 75 report indicate that the PBNI workforce is as follows:</p> <p>18-25 = 2% 26-35 = 21% 36-45 = 30% 46-55 = 30% 56+ = 16%</p> <p>Blank = 1%</p> <p>The operation of this policy has no impact on age groups.</p>
<b>Marital status</b>	<p>Details from the latest Section 75 report indicate that the PBNI workforce is as follows:</p> <p>Single = 24% Married = 60% Widowed = 1% Separated = 3% Divorced = 3% Civil Partnership 0% Cohabit 6% Not disclosed 2% Blank 1%</p> <p>The operation of this policy has no impact on marital status.</p>

<p><b>Sexual orientation</b></p>	<p>Details from the latest Section 75 report indicate that the PBNI workforce is as follows:</p> <p>Heterosexual = 82% Bisexual = 1% Gay/Lesbian = 1%</p> <p>Not disclosed = 2% Blank 14%</p> <p>The operation of this policy has no impact on sexual orientation.</p>
<p><b>Men and women generally</b></p>	<p>Details from the latest Section 75 report indicate that the PBNI workforce is as follows:</p> <p>Male = 30% Female = 70%</p> <p>The operation of this policy has no impact on either gender</p>
<p><b>Disability</b></p>	<p>Details from the latest Section 75 report indicate that the PBNI workforce is as follows:</p> <p>Disabled 4% Not disabled = 96%</p> <p>We have noted that a number of our service users have literacy problems and therefore state in the Policy and Procedures that we will provide assistance to those who need it to complete the complaint form.</p>
<p><b>Dependants</b></p>	<p>Details from the latest Section 75 report indicate that the PBNI workforce is as follows:</p> <p>Staff with children = 38% Person with disability = 2% Elderly person = 3% No dependents = 56% Not disclosed 1%</p> <p>The operation of this policy has no impact on those with dependents.</p>

## 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

<b>Section 75 category</b>	<b>Details of needs/experiences/priorities</b>
<b>Religious belief</b>	None in relation to this policy
<b>Political opinion</b>	None in relation to this policy
<b>Racial group</b>	None in relation to this policy
<b>Age</b>	None in relation to this policy
<b>Marital status</b>	None in relation to this policy
<b>Sexual orientation</b>	None in relation to this policy
<b>Men and women generally</b>	None in relation to this policy
<b>Disability</b>	None in relation to this policy
<b>Dependants</b>	None in relation to this policy

## 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? <b>Minor   Major   None</b>		
Section 75 category	Details of policy impact	Level of impact? <b>Minor   Major   None</b>
Religious belief	N/A	NONE
Political opinion	N/A	NONE
Racial group	N/A	NONE
Age	N/A	NONE
Marital status	N/A	NONE
Sexual orientation	N/A	NONE
Men and women generally	N/A	NONE
Disability	N/A	NONE
Dependants	N/A	NONE

## 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 <b>Yes</b> , provide details	If <b>No</b> , provide reasons
Religious belief		No the Policy is open to all service users and members of the public
Political opinion		No as above
Racial group		No as above
Age		No as above
Marital status		No as above
Sexual orientation		No as above
Men and women generally		No as above
Disability		No as above
Dependants		No as above



## 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? <b>Minor   Major   None</b>		
Good relations category	Details of policy impact	Level of impact <b>Minor   Major   None</b>
Religious belief	N/A	NONE
Political opinion	N/A	NONE
Racial group	N/A	NONE

## 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 <b>Yes</b> , provide details	If <b>No</b> , provide reasons
Religious belief	N/A	
Political opinion	N/A	
Racial group	N/A	

**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).*

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

N/A
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**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: -
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### Part 3 Screening decision

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

An equality impact assessment is not required due to the neutrality of the policy which has links to other policies already in operation. The implementation of this

**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.

It has been considered and there is no requirement for it to be mitigated nor an alternative policy to be introduced. The policy is entirely neutral in impact upon staff.

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

N/A

### 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. 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.

**Date Screening Completed: 1 April 2020**  
**Department Completing this Screening: Communications**