

Assessment Details

ID 1212

Name Complaints about the Care inspectorate procedure

Organization Care Inspectorate

Description

Approver Jacqui Duncan

Respondent Henry Mathias

Template Equality Impact Screening Form v0\_21 (Copy)

Workflows Deafult CI Workflow 2-Copy

Creator Jacqui Duncan

Date Created 2024/01/26 16:37

Deadline

Completed Date 2024/05/27 11:50

Date Submitted 2024/01/29 14:22

Last Updated 2024/05/27 11:50

Stage Completed

Approval Stage

Status Active

Very High Risks 0

High Risks 0

Medium Risks 0

Low Risks 0

Total Risks 0

Residual Risk Level None

Residual Risk Score 0.0

Result Approved

Result Comments

Under Review (Jacqui Duncan - Approved) ;

Primary Record Id

Primary Record Name

Template Version 1

Open Risk Count 0

Open Info Request 0

Tags

Submission Progress (%) 100

## Assessment Questions

### 1 General information

#### 1.1 Is this new or existing work?

##### Response

Change to existing work

##### Justification

None

#### 1.2 Please describe the work

##### Response

Review of the procedure for complaints about the Care Inspectorate, which was last reviewed in 2021. This review follows a review of the policy, which was concluded in September 2023.

### 2 Equality impact

#### 2.1 For each of the questions in section 2, think about whether the work will impact on people differently based on the different characteristics

*For example, does it impact on people of different ages/sexes/sexual orientations differently? Does it impact on people with and without a disability differently?*

#### 2.2 Age

*What kind of impact will this work have on people of different ages?*

##### Response

Positive/no impact

##### Justification

None

#### 2.3 Disability

*What kind of impact will this work have on disabled people?*

##### Response

Positive/no impact

##### Justification

None

#### 2.4 Race

*What kind of impact will this work have on people of different races? This includes different ethnic and national origins, and Traveller community membership.*

##### Response

Positive/no impact

##### Justification

None

#### 2.5 Sex

*What kind of impact will this work have on people of different sexes?*

##### Response

Positive/no impact

##### Justification

None

## 2.6 Gender reassignment

*What kind of impact will this work have on people are transgender/have a trans history?*

### Response

Positive/No impact

### Justification

None

## 2.7 Sexual orientation

*What kind of impact is this work going to have on people of different sexual orientations?*

### Response

Positive/no impact

### Justification

None

## 2.8 Religion or belief

*What kind of impact is this work going to have on people of different religions and beliefs? Beliefs includes no belief, and environmentalism.*

### Response

Positive/no impact

### Justification

None

## 2.9 Pregnancy and maternity

*What kind of impact is this work going to have on people who are pregnant or have given birth within the past 26 weeks?*

### Response

Positive/no impact

### Justification

None

## 2.10 Marriage or civil partnership

*What kind of impact is this work going to have on people of different marriage and civil partnership statuses? Please note this only applies to employees' marriage/civil partnership status.*

### Response

Positive/no impact

### Justification

None

## 2.11 Children and young people we have corporate parenting responsibility for

*What kind of impact is this work going to have on children and young people we have a corporate parenting responsibility for?*

*We are corporate parents for every child who is looked after by a local authority, and every young person under the age of 26 who was looked after on their 16th birthday.*

### Response

Positive/no impact

### Justification

None

## 2.12 Children's rights (up to age 18), in line with UNCRC

*What kind of impact is this work going to have on children's rights, in line with the United Nation's Convention of the Rights of the Child? This section is likely to be most relevant to colleagues within Scrutiny & Assurance*

### Response

Positive/no impact

### Justification

None

## 2.13 Care Inspectorate employees with caring responsibilities

*What kind of impact is this work going to have on Care Inspectorate employees who have caring responsibilities?*

### Response

Positive/no impact

### Justification

None

## 3 Island community impact

### 3.1 Does this work impact differently on island communities, compared to other communities?

#### Response

No

#### Justification

None

## 4 Feedback

### 4.1 Do you have any feedback (from engagement/consultation) or evidence that influences, affects, or shapes this work?

#### Response

Yes

#### Justification

None

### 4.2 Please select what this feedback/evidence relates to

#### Response

Sex Children's rights (up to age 18) in line with the UNCRC Employees with caring responsibilities  
Age Pregnancy & maternity Religion or belief  
Disability Sexual orientation Race  
Gender reassignment Marriage & civil partnership Children & young people we have corporate parenting responsibility for

#### Justification

None

### 4.3 Is any of the feedback/evidence negative or inconclusive?

#### Response

No

#### Justification

None

## 5 Conclusion

5.2 The screening form is now complete. Your answers have indicated that this activity does not reach the organisational threshold for an EqlA to be completed.  
*Thank you for your time in helping the Care Inspectorate and your Information Asset Owner understand the equality factors associated with your work.*

5.4 Do you wish to discuss any aspect of this form with the Equalities Team?

*Response*

☒ Yes

*Justification*

None

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**Comments**

Jacqui Duncan

2024/05/27 11:50

- with low numbers of complainants per year, the numbers of people affected are low
- we do not collect data on the protected characteristics of complainants, so difficult to answer specific questions regarding protected groups
- it is reasonable to conclude that the providers and family representative constituting the vast majority complainants are generally relatively articulate and empowered
- there is active support available and communicated to complainants, as part of the procedure, for making complaints
- this is a review of an existing procedure
- the new procedure proposes an evaluation process being introduced for complainants and the above issues can be addressed as part of this process.

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**Assessment Notes**