

## Equality, Good Relations and Human Rights SCREENING

The Health and Social Care Board is required to consider the likely equality implications of any policies or decisions. In particular it is asked to consider:

- 1) 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 or none)
- 2) Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?
- 3) To what extent is the policy likely to impact on good relations between people of a different religious belief, political opinion or racial group? (minor, major or none)
- 4) Are there opportunities to better promote good relations between people of a different religious belief, political opinion or racial group?

See [Guidance Notes](#) for further information on the 'why' 'what' 'when', and 'who' in relation to screening, for background information on the relevant legislation and for help in answering the questions on this template.

As part of the audit trail documentation needs to be made available for all policies and decisions examined for equality and human rights implications. The screening template is a pro forma to document consideration of each screening question.

**For information (evidence, data, research etc) on the Section 75 equality groups see the Equality and Human Rights Information Bank on the BSO website:**

<http://www.hscbusiness.hscni.net/services/1798.htm>

# Equality, Good Relations and Human Rights SCREENING TEMPLATE

## (1) INFORMATION ABOUT THE POLICY OR DECISION

### 1.1 Title of policy or decision

HSCB Policy on the Management of Complaints

### 1.2 Description of policy or decision

- **what is it trying to achieve? (aims and objectives)**
- **how will this be achieved? (key elements)**
- **what are the key constraints? (for example financial, legislative or other)**

The HSCB Policy on the Management of Complaints, sets out how the HSCB should deal with complaints raised by service users or former service users. It outlines for staff a consistent procedure on how complaints relating to the HSCB, its actions and decisions are to be handled and how the monitoring of complaints processes and outcomes relating to the HSCB, HSC Trusts, Family Practitioner Services should be undertaken. These procedures reflect the new arrangements for dealing with complaints which became effective from 1 April 2009, and should be read in conjunction with “*Guidance in Relation to the Health and Social Care Complaints Procedure*”.

The proper handling of complaints, suggestions or queries is a fundamental responsibility of the HSCB. Complaints will be dealt with promptly, sympathetically and constructively.

The HSCB is cognisant of the legal and ethical duty to protect the confidentiality of the service user’s information. The legal requirements are set out in the General Data Protection Regulations, (GDPR). Additional requirements are detailed in the Human Rights Act 1998 and the common law duty of confidence must also be observed.

### **1.3 Main stakeholders affected (internal and external)**

**For example staff, actual or potential service users, other public sector organisations, voluntary and community groups, trade unions or professional organisations or private sector organisations or others**

- (i) Members of the Public – Service Users/Former Service Users
- (ii) Staff
- (iii) Community, Voluntary Organisations, or Politicians (MLAs, MPs, Councillors), acting as advocates

### **1.4 Other policies or decisions with a bearing on this policy or decision**

- **what are they?**
- **who owns them?**

This policy is based on, “*Guidance in Relation to the Health and Social Care Complaints Procedure*” (Department of Health)

## **(2) CONSIDERATION OF EQUALITY AND GOOD RELATIONS ISSUES AND EVIDENCE USED**

### **2.1 Data Gathering**

**What information did you use to inform this equality screening? For example previous consultations, statistics, research, Equality Impact Assessments (EQIAs), complaints. Provide details of how you involved stakeholders, views of colleagues, service users, staff side or other stakeholders.**

Complaints information does not record any equality characteristics therefore data analysis is limited.

Quantitative Data was obtained by a review of census data and HSCB composition.

## 2.2 Quantitative Data

**Who is affected by the policy or decision? Please provide a statistical profile. Note if policy affects both staff and service users, please provide profile for both.**

### NI Composition

<b>Category</b>	<b><i>What is the makeup of the affected group? ( %) Are there any issue or problems? For example, a lower uptake that needs to be addressed or greater involvement of a particular group?</i></b>
Gender	NI Population total – 1.88million Female: 50.8% Male: 49.2% (Mid Year Estimate 2018 (NISRA))
Age	0 – 15yrs: 20.9% 16-64: 62.7% 65+: 16.4% (Mid Year Estimate 2018 (NISRA))
Religion	43.8% of the population are from a Catholic background 53.1% of the population from a Protestant and other Christian background. (2001 Census)
Political Opinion	<p><b>Nationality</b></p> <ul style="list-style-type: none"> <li>• British only – 39.89% (722, 353)</li> <li>• Irish only – 25.26% (457, 424)</li> <li>• Northern Irish only – 20.94% (379, 195)</li> <li>• British and Northern Irish only – 6.17% (111, 730)</li> <li>• Irish and Northern Irish only – 1.06% (19, 195)</li> <li>• British, Irish and Northern Irish – 1.02% (1847)</li> <li>• British and Irish only – 0.66% (11, 952)</li> <li>• Other – 5.00% (90, 543)</li> </ul> <p>(Census 2011)</p> <p><b>Political Party Support (Northern Ireland Life and Times, 2016)</b></p>

	<p><b>DONE 12082019</b></p> <p>DUP/Democratic Unionist Party 15%</p> <p>Sinn Fein 11 %</p> <p>Ulster Unionist Party (UUP) 8%</p> <p>Social Democratic and Labour Party (SDLP) 10%</p> <p>Alliance Party 10%</p> <p>Other Party (WRITE IN) 5%</p> <p>None of these 24%</p> <p>Other answer 6%</p> <p>Don't know 11%.</p> <p>Breakdown by males and females, religion and age can be found here:</p> <p><a href="https://www.ark.ac.uk/nilt/2018/Political_Atitudes/POLPART2.html">https://www.ark.ac.uk/nilt/2018/Political_Atitudes/POLPART2.html</a></p>
<p>Marital Status</p>	<p>Single: 33.11%</p> <p>Married: 48.45%</p> <p>Remarried: 2.67%</p> <p>Divorced: 4.12%</p> <p>Separated: 3.84%</p> <p>Widowed: 7.81%</p> <p>(2001 Census)</p>
<p>Dependent Status</p>	<p>Based on the most recent information from Carers Northern Ireland, the following facts relate to carers:</p> <ul style="list-style-type: none"> <li>- 1 in every 8 adults is a carer.</li> <li>- There are approximately 207,000 carers in Northern Ireland.</li> <li>- One quarter of all carers provide over 50 hours of care per week.</li> <li>- People providing high levels of care are twice as likely to be permanently sick or disabled than the average person.</li> <li>- Approximately 30,000 people in Northern Ireland care for more than one person.</li> <li>- 64% of carers are women; 36% are men.</li> </ul>

	(This information can be accessed at <a href="mailto:info@carersni.org">info@carersni.org</a> – June 2011.
Disability	Over one-fifth (21%) of adults in Northern Ireland have at least one disability. Amongst children, 6% are affected by a disability
Ethnicity	White 99.15% Irish Traveller 0.10% Mixed 0.20% Indian 0.09% Pakistani 0.04% Bangladeshi 0.01% Other Asian 0.01% Black Carribean 0.02% Black African 0.03% Other Black 0.02% Chinese 0.25% Other Ethnic 0.08% (Census, 2001)
Sexual Orientation	Whilst there are no accurate statistics on sexual orientation in the community as a whole, it is estimated that 5-7% people in Northern Ireland are from Lesbian, Gay, Bisexual or Transgender groups

### **HSCB Staff Composition**

<b>Category</b>	<b><i>What is the makeup of the affected group? ( %) Are there any issue or problems? For example, a lower uptake that needs to be addressed or greater involvement of a particular group?</i></b>
Gender	Staff: Male: 27.38% Female 72.62%
Age	Employees of all ages 16 – 29: 11.11% 30 – 49: 27.18% 40 – 49: 36.51% 50 – 59: 23.41% 60(+): 0.99%
Religion	Protestant (inc perceived): 35.92% Roman Catholic (inc perceived): 48.22% Neither: 4.76%

	Not Assigned: 11.11%
Political Opinion	Broadly Nationalist: 2.18% Other: 2.38% Broadly Unionist: 1.59% Not assigned: 90.67% Do not wish to answer: 3.17%
Marital Status	Divorced – 3.57% Married/Civil Partnership: 57.54% Other: 0.79% Separated: 1.59% Unknown: 22.22%
Dependent Status	Caring Responsibility Yes: 11.31% No: 2.98% Not assigned: 85.71%
Disability	Yes: 1.98% No (inc not assigned): 98.02%
Ethnicity	White: 35.71% Not Assigned: 64.09%
Sexual Orientation	Not Assigned: 89.09% Opposite Sex: 9.92% Same Sex: 0.40% Both Sexes: 0.20% Do not wish to answer: 0.40%



## 2.3 Qualitative Data

**What are the different needs, experiences and priorities of each of the categories in relation to this policy or decision and what equality issues emerge from this? Note if policy affects both staff and service users, please discuss issues for both.**

<b>Category</b>	<b>Needs and Experiences</b>
Gender	There is no data to suggest that the needs and experiences of service users differ on the basis of gender
Age	If the individual is a child and/or not of a sufficient age or understanding to make a complaint, the parent or guardian will make the complaint on their behalf.
Religion	There is no data to suggest that the needs and experiences of service users differ on the basis of religion
Political Opinion	There is no data to suggest that the needs and experiences of service users differ on the basis of political opinion
Marital Status	There is no data to suggest that the needs and experiences of service users differ on the basis of marital status
Dependent Status	There is no data to suggest that the needs and experiences of service users differ on the basis of dependent status
Disability	In line with the HSCB accessible formats policy, the policy guidance addresses issues of accessibility and the requirement to have complaints documentation in a variety of alternative formats for example complaints can be received via e-mail, letter, in person or verbally and responses will be provided in the individuals preferred format including easy read in the case of people with learning disabilities or in braille or large formats for those who are blind or partially sighted.
Ethnicity	In line with the HSCB accessible formats policy where possible, documentation will be provided in a variety of languages and consideration will be given towards interpreting support
Sexual Orientation	There is no data to suggest that the needs and experiences of service users differ on the basis of sexual orientation

## 2.4 Multiple Identities

**Are there any potential impacts of the policy or decision on people with multiple identities? For example; disabled minority ethnic people; disabled women; young Protestant men; and young lesbians, gay and bisexual people.**

## 2.5 Based on the equality issues you identified in 2.2 and 2.3, what changes did you make or do you intend to make in relation to the policy or decision in order to promote equality of opportunity?

<b><i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i></b>	<b><i>What do you intend to do in future to address the equality issues you identified?</i></b>
<p>The HSCB Accessible Formats Policy outlines how those developing information should consider alternative formats, and how information and publications can be requested in alternative formats.</p> <p>HSCB will provide alternative formats on request to meet the needs of people with a disability who may need information in an accessible format</p> <p>HSCB will also consider the need to provide some support to those wishing to make a complaint, and/or signpost them to an advocacy services such as the Patient Client Council, who could assist them through the complaint process.</p> <p>As part of HSCNI, HSCB can access</p>	<p>Complaints documentation will be converted into a variety of formats to include; easy read; audio; brail, accessible PDF and a variety of languages.</p>

the regional contract for translation and interpreting.	
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## 2.6 Good Relations

**What changes to the policy or decision – if any – or what additional measures would you suggest to ensure that it promotes good relations? (refer to guidance notes for guidance on impact)**

<b>Group</b>	<b>Impact</b>	<b>Suggestions</b>
Religion	Not Applicable	Not Applicable
Political Opinion	Not Applicable	Not Applicable
Ethnicity	Not Applicable	Where possible, documentation will be provided in a variety of languages and consideration will be given towards interpreting support.

### **(3) SHOULD THE POLICY OR DECISION BE SUBJECT TO A FULL EQUALITY IMPACT ASSESSMENT?**

A full equality impact assessment (EQIA) is usually confined to those policies or decisions considered to have major implications for equality of opportunity.

**How would you categorise the impacts of this decision or policy? (refer to guidance notes for guidance on impact)**

**Please tick:**

Major impact	
Minor impact	X
No further impact	

**Do you consider that this policy or decision needs to be subjected to a full equality impact assessment?**

**Please tick:**

Yes	
No	X

Please give reasons for your decisions.

Due consideration has been given to those individuals within Section 75, of the Northern Ireland Act (1998), particularly those from a different ethnic background and those who have disabilities.

**(4) CONSIDERATION OF DISABILITY DUTIES**

**4.1 In what ways does the policy or decision encourage disabled people to participate in public life and what else could you do to do so?**

<i>How does the policy or decision currently encourage disabled people to participate in public life?</i>	<i>What else could you do to encourage disabled people to participate in public life?</i>
Not Applicable	Not Applicable

**4.2 In what ways does the policy or decision promote positive attitudes towards disabled people and what else could you do to do so?**

<i>How does the policy or decision currently promote positive attitudes towards disabled people?</i>	<i>What else could you do to promote positive attitudes towards disabled people?</i>
Not Applicable	Not Applicable

## (5) CONSIDERATION OF HUMAN RIGHTS

### 5.1 Are Human Rights relevant?

Complete for each of the articles

ARTICLE	Yes/No
Article 2 – Right to life	
Article 3 – Right to freedom from torture, inhuman or degrading treatment or punishment	
Article 4 – Right to freedom from slavery, servitude & forced or compulsory labour	
Article 5 – Right to liberty & security of person	
Article 6 – Right to a fair & public trial within a reasonable time	
Article 7 – Right to freedom from retrospective criminal law & no punishment without law	
Article 8 – Right to respect for private & family life, home and correspondence.	Yes
Article 9 – Right to freedom of thought, conscience & religion	
Article 10 – Right to freedom of expression	
Article 11 – Right to freedom of assembly & association	
Article 12 – Right to marry & found a family	
Article 14 – Prohibition of discrimination in the enjoyment of the convention rights	
1 <sup>st</sup> protocol Article 1 – Right to a peaceful enjoyment of possessions & protection of property	
1 <sup>st</sup> protocol Article 2 – Right of access to education	

*If you have answered no to all of the above please move onto to move on to **Question 6** on monitoring*

**5.2 If you have answered yes to any of the Articles in 5.1, does the policy or decision have a potential positive impact or does it potentially interfere with anyone’s Human Rights?**

List the Article Number	Positive impact or potential interference?	How?	Does this raise any legal issues? Yes/No

*\* It is important to speak to your line manager on this and if necessary seek legal opinion to clarify this*

**5.3 Outline any actions which could be taken to promote or raise awareness of human rights or to ensure compliance with the legislation in relation to the policy or decision.**

Human rights are promoted by having a transparent and accessible complaints procedure in place

**(6) MONITORING**

**6.1 What data will you collect in the future in order to monitor the effect of the policy or decision on any of the categories (for equality of opportunity and good relations, disability duties and human rights?)**

<b>Equality &amp; Good Relations</b>	<b>Disability Duties</b>	<b>Human Rights</b>
HSCB will continue to monitor the level and type of complaints, in particular those relating to Section 75, to inform the review of its complaints policy and any amendments required.	Complaints documentation will be available in a variety of formats which will be monitored and reviewed	Not Applicable

Approved Lead Officer: Patricia Crossan

Position: Interim Head of Corporate Services

Policy/Decision Screened by:

*E Fitzpatrick*

Signed:

Date: 10 February 2020

**Please note that having completed the screening you are required by statute to publish the completed screening template, as per your organisation's equality scheme. If a consultee, including the Equality Commission, raises a concern about a screening decision based on supporting evidence, you will need to review the screening decision.**

**Please forward completed template to:  
Equality.Unit@hscni.net**

**Template produced November 2011**

If you require this document in an alternative format (such as large print, Braille, disk, audio file, audio cassette, Easy Read or in minority languages to meet the needs of those not fluent in English) please contact the Equality Unit:

2 Franklin Street; Belfast; BT2 8DQ; email: [Equality.Unit@hscni.net](mailto:Equality.Unit@hscni.net);  
phone: 028 95363961 (for Text Relay prefix with 18001); fax: 028 9023  
2304