

PART A - Initial Impact Assessment

Proposal Name: Complaints Update - Adults Social Care

EIA ID: 2533

EIA Author: Andrew Drummond

Proposal Outline: Update on Complaints across Adult Care and Wellbeing

Proposal Type: Non-Budget

Year Of Proposal: 23/24

Lead Director for proposal: Alexis Chappell

Service Area: Adult Care and Welbeing

EIA Start Date: 16/01/2024

Lead Equality Objective: Understanding Communities

Equality Lead Officer: Ed Sexton

Decision Type

Committees: Policy Committees

- Adult Health & Social Care

Portfolio

Primary Portfolio: Adult Care and Wellbeing

EIA is cross portfolio: No

EIA is joint with another organisation: No

Overview of Impact

Overview Summary:

Adult Care and Wellbeing by the nature of our work our customer base falls across a number of protected characteristics. We endeavour to ensure everyone's voice is heard but in reflecting on the data we have we know there is more work required. In appendix 3 'Summary of Learning from People' we highlight as an area for improvement 'Listening to Seldom Heard Communities'. Looking at data from the Ethnicity Analysis Report, Citizens Involvement Project and Sheffield Voices Project there is more to be done particularly to hear the voices of the BAME and traveller communities. Our specific actions moving into 24/25 to support improvements in this area as set out in Appendix 3 are:- Further engagement activity with people who receive care and their carers from minority characteristics ethnic groups to identify and remove barriers to accessing support and achieving positive outcomes. Further actions as outlined within our equality, diversity, inclusion, and social justice action plan, which was developed and approved at Committee in December 2023 e.g.: Further developing and monitoring data for those who receive care against Sheffield demographic to inform planning and engagement Work with Customer Services to seek to develop demographic capturing through the Complaints Management System Develop EDI training within our workforce Review and recommissioning of advocacy services to ensure they meet the needs of individuals from our diverse communities

Impacted characteristics:

- Age
- Disability
- Carers

Consultation and other engagement

Cumulative Impact

Does the proposal have a cumulative impact: No

Impact areas:

Initial Sign-Off

Full impact assessment required: No

Review Date: 16/01/2024

Action Plan & Supporting Evidence

Outline of action plan:

Action plan evidence:

Changes made as a result of action plan:

Mitigation

Outline of impact and risks:

Review Date

Review Date:

16/01/2024