

PART A - Initial Impact Assessment

Proposal Name: 2023-24 Annual Complaints Report

EIA ID: 2744

EIA Author: Corleen Bygraves-Paul (CEX)

Approval Status: Approved

Proposal Outline: NB - once the report is agreed at committee this EIA will be updated and authorised. The purpose of this report is to: a) Outline the complaints and compliments Sheffield City Council received in 2023-24 reporting year in line with corporate requirements b) Identify key trends and developments within complaints c) Identifies future development and a corporate complaint service improvement plan for 2024-26 The report is presented by the Council's appointed senior executive to oversee its complaint handling performance - the Director of Operational Services responsible managing the Complaints Servi

Proposal Type: Non-Budget

Year Of Proposal: 23/24

Lead Director for proposal: Tom Smith

Service Area: Neighbourhoods

EIA Start Date: 6/26/2024

Lead Equality Objective: Understanding Communities

Equality Lead Officer: Louise Nunn

Decision Type

Committees: Policy Committees

- Strategy & Resources

Portfolio

Primary Portfolio: Neighbourhoods

EIA is cross portfolio: Yes all

EIA is joint with another organisation:

Overview of Impact

Overview Summery: Members of the Strategy & Resources Committee are asked to: 1. Note the Annual Complaints Report for 2023-24 2. Provide comments on areas that require further improvement regarding complaint handling and reporting.

Impacted characteristics:

- Disability
- Partners
- Race
- Religion/Belief
- Sex
- Sexual Orientation

Consultation and other engagement

Is consultation or other engagement required: No

Complaint performan outcomes only to be published on council website following Committee approval. Compalint data include equality data and comments in race and disability complaint outcomes

Cumulative Impact

Does the proposal have a cumulative impact: No

Impact areas:

Initial Sign-Off

Full impact assessment required: No

Review Date: 6/26/2024

Action Plan & Supporting Evidence

Outline of action plan: Attendance and approval of the report recommendations at S&R Committee on 24/7/24. No risks

Action plan evidence:

Changes made as a result of action plan:

Mitigation

Significant risk after mitigation measures: No

Outline of impact and risks:

Review Date

Review Date:

6/26/2024