

Gosport Borough Council
Integrated Impact Assessment (IIA)

Completion Instructions for IIA Leads:

Use this IIA **during development** to initially assess the likely impact, on both customers and staff, of a proposed new policy, strategy, function or service or a proposed change to an existing one. This IIA aims to provide an early warning of any potential issues that could adversely impact our customers or staff or result in costly errors in terms of financial or reputational management. Evaluating the proposed changes against our key considerations regarding equality & diversity and climate change allows us to modify or mitigate any adverse impacts **before** implementation. It also demonstrates transparency in the Council’s decision making. It is a working document with named Subject Expert Officers (SEOs) who can support you - as the IIA Lead, through this process. Please do ask the SEOs for advice about potential impacts.

Impacts in the template are marked: +ve (positive) -ve (negative) or neutral. Once completed the IIA must be signed off by your Head of Service and a summary copy attached to the Board or Committee report. Officers have a Duty to ensure that Councillors/decision makers understand the impact of decisions before those decisions are made.

Policy/Strategy/Function/ Project	New	Existing	IIA Lead	Contact Details	Date
Housing Services Complaints Policy	x		Julie Smith	02392 545287	19/03/24

What is the aim of this policy/strategy/function/project? What will it change ?

There is a statutory responsibility to comply with the Housing Ombudsman’s Complaint Handling Code and this includes having a complaints policy that meets the conditions set out in the Code.

The council does not have a complaints policy and it has been agreed that there will be two separate polices to meet the requirements of the Housing Ombudsman and the Local Government and Social Care Ombudsman.

Has any consultation been undertaken on this proposed change?

yes

no

If yes, summarise the methods used and results of the consultation:

The policy was reviewed by the Resident Opinion Panel reading group, made up of Gosport Borough Council social housing residents in March 2024.

No amendments were suggested and the policy was positively received.

A. EQUALITY & DIVERSITY

The Public Sector Equality Duty is part of the Equality Act 2010. The Duty requires the Council to have due regard to the following three aims:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equal opportunities between people from different groups
- foster good relations between people from different groups.

Having due regard means considering how this policy, strategy, project or function has or will advance equal opportunities for each of the protected groups below.

Please note: If this proposal means a change in the availability, degree of provision or access to a service, benefit or facility for any group of people, then this Equality & Diversity impact assessment must be completed to assess if this proposal could be deemed unlawfully discriminatory.

SEO for support to complete this section- Mandy Baggaley, CPCS, x5695 mandy.baggaley@gosport.go.uk

Protected Characteristic	+ ive	- ive	Neutral	Explanation of Impact
Age	Y			The policy has a section on Equality and sets out that reasonable adjustments will be made if the way we handle complaints would otherwise place a person with disabilities or other protected characteristics at a substantial disadvantage. The policy will be available in large print, Braille or spoken word as required. Translation services, sign language interpreters or lip speakers are also available. Residents can complain via a range of methods and can appoint a representative to act on their behalf.
Disability	Y			
Gender reassignment	Y			
Marriage and Civil Partnership	Y			
Pregnancy	Y			
Race (ethnicity, nationality, colour)	Y			
Religion or Belief (and lack of belief)	Y			
Sex	Y			
Sexual Orientation	Y			

The Armed Forces Bill places a new duty on public bodies to have due regard to ensure those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved. Please refer to these resources for more information about the needs and characteristics of the armed forces community and our commitment to the Covenant. [GBC Covenant Agreement 2020](#) [Local AFC Profile, needs assessment, resources](#)

Section of the Armed Forces Community	+ ive	- ive	Neutral	Explanation of Impact
Veterans and their families who are social housing residents	Y			As above

Are there any other groups which could be impacted (e.g. socially or financially excluded) by this item? If yes, identify below:

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What actions will be taken to address/ mitigate potential negative impacts identified:		
Action	By whom	By when
We will ensure housing residents are aware of this new policy by featuring regular articles in the residents magazine, At Your Service; publishing the policy on our website; via Housing Service Complaint leaflets and by publishing performance data annually.	Relevant housing staff are trained/ and aware of the policy and are able to assist residents to make a complaint,	The Housing Ombudsman Complaint Handling Code must be adhered to now and this will be embedded through the policy following Board approval.
Staff are trained on the policy and able to respond to residents appropriately	Staff receiving a complaint will pass the details onto the Complaints Co-Ordinator to be logged and actioned. Complaints will be managed centrally by the Complaints Co-ordinator	Ongoing
We will produce an annual complaints performance and service improvement report to our Standard and Audit Sub-Board on the policy to ensure it remains effective and fair.	Head of Housing Services	Annually

B. CLIMATE CHANGE & ENVIRONMENT

Consider how this change will have an impact with regard to

- Greenhouse gas emissions
- Ability to adapt to the impacts of climate change
- Waste Management
- Air Quality
- Natural Environment

SEOs for support to complete this section- Tim Pratt, CPCS, x5573 tim.pratt@gosport.gov.uk

Greenhouse Gas Emissions	Things to consider	+ ive	- ive	Neutral	Explanation of Impact
Emissions from buildings	Gas or electricity use and provision of renewable electricity, by GBC or others				N/A
Emissions from transport	Amount of travel (including goods transportation), travel modes and fuels used, by GBC or others				N/A
Emissions from agriculture and land use	Creation or removal of carbon sinks in Gosport, and changes to food consumption				N/A
Embedded emissions	Emissions from manufacturing goods and materials used by GBC or others				N/A
Climate Change Adaptation	Things to consider	+ ive	- ive	Neutral	Explanation of Impact
Vulnerability to storms	Flood prevention and extent to which buildings, habitats and species would be affected by flooding and high winds				N/A

Vulnerability to heat waves	Provision of shading, ventilation and insulation in buildings, and extent to which habitats and species would be affected by heat				N/A
Vulnerability to drought	Water use in buildings, agriculture, and industrial processes, and extent to which habitats and species would be affected by drought				N/A
Vulnerability to food insecurity	Opportunity for local food production				N/A
Waste Management	Things to consider	+ ive	- ive	Neutral	Explanation of Impact
Amount of waste generated	Levels of consumption by GBC, households and businesses, and extent to which materials used are reusable				N/A
Proportion of waste recycled	Recyclability of materials used by GBC, households and businesses, and provision of recycling services				N/A
Air Quality	Things to consider	+ ive	- ive	Neutral	Explanation of Impact
Emissions of key pollutants from transport	Amount of travel (including goods transportation), travel modes and fuels used, by GBC and others; impacts on congestion and amount of idling of more vehicles				N/A
Emissions of key pollutants from industrial processes	Emissions from chemical processes				N/A
Emissions of key pollutants from other sources	Domestic and other fires				N/A
Impact of key pollutants	Rate at which pollutants are absorbed or dispersed				N/A

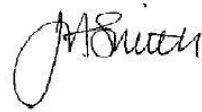
Natural Environment	Things to consider	+ ive	- ive	Neutral	Explanation of Impact
Sustainability of public spaces	Amount of vegetation and maintenance				N/A
Biodiversity and quality of habitats	General impacts on habitats and direct impacts on species of concern				N/A
What actions will be taken to address/ mitigate potential negative impacts identified:					
Action	By whom			By when	

C. IIA SUMMARY					
Have any positive or negative impacts been identified in sections A and B?					
Subject	+ ive	- ive	Explanation		
A. Equality & Diversity	Y		See comments above		
B. Climate Change & Environment			N/A		
Can any negative impacts be mitigated?					
Subject	Yes	No	N/A	Explanation	
A. Equality & Diversity			X		
B. Climate Change & Environment			X		
Is further assessment in either subject area necessary to conclude this assessment?					
Subject	Yes	No	If yes, timetable for completion		
A. Equality & Diversity		X			
B. Climate Change & Environment		X			

D. IIA CONCLUSION

This IIA is complete. No further assessment is required if identified actions are undertaken. This summary can be included with Board or Committee reports.

This IIA identified further assessment should be undertaken in the identified areas before implementation of this proposed change.



Signed by Head of Service:

Date:24/05/2024