

## Island Communities Impact Assessment

### Screening exercise

#### Complaints Handling Procedure and Unacceptable Actions Policy

STEP 1 - Develop a clear understanding of your objectives	Responses
<ul style="list-style-type: none"> <li>• What are the objectives of the policy, strategy or service?</li>   <li>• Do you need to consult?</li>   <li>• How are islands identified for the purpose of the policy, strategy or service?</li>   <li>• What are the intended impacts/outcomes and how do these potentially differ in the islands?</li>   <li>• Is the policy, strategy or service new?</li> </ul>	<p>Provision of a structure through which customer complaints to SIC can be resolved as efficiently as possible, following the SPSO nationally-prescribed template.</p> <p>A structure for services to manage unacceptable customer actions.</p> <p>Consultation has taken place through a project team with representation from all Departments. As SPSO has prescribed a model procedure, there is limited scope to consult on this aspect of the project.</p> <p>There is no distinction made for islands. The Procedure and Policy will apply regardless of geographic location.</p> <p>To provide customers and services with the structure through which complaints can be resolved and unacceptable actions can be managed. There is no differential impact on islands.</p> <p>Yes. But the Complaints Handling procedure builds on the existing Procedure. The Unacceptable Actions policy is based on an existing Scottish LA document.</p>
STEP 2 - Gather your data and identify your stakeholders	Responses
<ul style="list-style-type: none"> <li>• What data is available about the current situation in the islands?</li>   <li>• Do you need to consult?</li>   <li>• How does any existing data differ between islands?</li> </ul>	<p>The Council makes a quarterly return to SPSO on complaints being managed. This is not broken down to individual island-level.</p> <p>It is not considered necessary owing to the limited scope to deviate from the SPSO template and the input provided by services through the Project Team.</p> <p>There is no easily identifiable differentiation between islands</p>

<ul style="list-style-type: none"> <li>• Are there any existing design features or mitigations in place?</li> </ul>	<p>The new procedure and policy will be widely promoted and made available in different formats to help with accessibility.</p>
STEP 3 - consultation	Responses
<ul style="list-style-type: none"> <li>• Who do you need to consult with?</li> <li>• How will you carry out your consultation and in what timescales?</li> <li>• What questions will you ask when considering how to address island realities?</li> <li>• What information has already been gathered through consultations and what concerns have been raised previously by island communities?</li> <li>• Is your consultation robust and meaningful and sufficient to comply with the Section 7 duty?</li> </ul>	<p>Internal stakeholders to ensure services are aware of the new procedure and policy and also the organisation's expectations around culture for handling complaints, linked to the Customer First Strategy and Charter and the new Corporate Plan, Our Ambition 2021-26.</p> <p>A project team with representation from all Directorates, as well as key corporate advisers, has been the focal point for this.</p> <p>N/A</p> <p>General issues raised through the Islands with Small Populations project regarding speed at which services respond to issues has been taken into account in this project and the roll-out of the new procedure.</p> <p>Yes</p>
STEP 4 - assessment	Responses
<ul style="list-style-type: none"> <li>• Does your assessment identify any unique impacts on island communities?</li> <li>• Does your assessment identify any potential barriers or wider impacts?</li> <li>• How will you address these?</li> </ul> <p><b>You must now determine whether in your opinion your policy, strategy or service is likely to have an effect on an island community which is significantly different from its effect on other communities (including other island communities).</b></p> <p>If your answer is <b>NO</b> to the above question, a full ICIA will NOT be required and <b><u>you can proceed to Step Six.</u></b></p>	<p>No</p> <p>No</p> <p>N/A</p> <p>No - it is not felt that the Complaints Handling Procedure and Unacceptable Actions Policy will have an effect on an island community which is significantly different from its effect on other communities.</p>

STEP 6 - making adjustments to your work	Responses
<ul style="list-style-type: none"> <li>• Should delivery mechanisms/mitigations vary in different communities?</li> <li>• Do you need to consult with island communities in respect of mechanisms or mitigations?</li> <li>• Have island circumstances been factored into the evaluation process?</li> <li>• Have any island-specific indicators/targets been identified that require monitoring?</li> <li>• How will outcomes be measured on the islands?</li> <li>• How has the policy, strategy or service affected island communities?</li> <li>• How will lessons learned in this ICIA inform future policy making and service delivery?</li> </ul>	<p>No</p> <p>No</p> <p>N/A</p> <p>N/A</p> <p>The Council will continue to monitor and report on complaints data and also build learning and reflection into the process.</p> <p>An effective complaints handling procedure gives all residents an opportunity to have issues resolved, regardless of geographic location.</p> <p>N/A</p>
STEP 7 - publishing your ICIA	Responses
<p>Have you presented your ICIA in an Easy Read format?</p> <p>Does it need to be presented in Gaelic or any other language?</p> <p>Where will you publish your ICIA and will relevant stakeholders be able to easily access it?</p> <p>Who will sign-off your final ICIA and why?</p>	<p>N/A as no ICIA carried out beyond this screening exercise.</p> <p>No</p> <p>Shetland Islands Council website</p> <p>Executive Manager - Executive Services</p>

ICIA written by:	Peter Peterson
Position:	Executive Manager - Executive Services
Signature:	Peter Peterson (signed digitally)
Date approved:	1/3/21

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