



Equality Impact Assessment (EIA)

1. Topic of assessment

EIA title	Managing Unreasonable Customer Behaviour
EIA author	Carole Comfort

2. Approval

	Name	Date approved
Approved by	Susan Grizzelle	11/09/2017

3. Quality control

Version number	2	EIA completed	11/09/2017
Date saved	11/09/2017	EIA published	

4. EIA team

Name	Job title	Organisation	Team role
Carole Comfort	Project Officer	Surrey County Council	Customer Services
Sarah Bogunovic	Customer Relations and Service Improvement Manager	Surrey County Council	Customer Services

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	Guidance on how to identify and manage unreasonable customer behaviour.
What proposals are you assessing?	The guidance sets out the council's approach to dealing with unreasonable customer behaviour. This guidance is intended to help employees determine what is unacceptable, or unreasonable customer behaviour and suggests options for how to manage it constructively and consistently.
Who is affected by the proposals outlined above?	<ul style="list-style-type: none"> • Anyone who contacts the council and displays aggressive or abusive behaviour • Anyone who contacts the council who is unreasonably persistent and/or demanding • Frontline staff who come into direct contact with customers

6. Sources of information

Engagement carried out
<p>Engagement/awareness raising has taken place with corporate service complaints leads</p> <p>An awareness campaign has taken place across the organisation via the council's intranet</p>
Data used

7. Impact of the new/amended policy, service or function

7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	None	None	None
Disability	None	May have a negative impact on customers, who due to mental disability, cognitive impairment or communication difficulties, could find it challenging to request a service.	None
Gender reassignment	None	None	None
Pregnancy and maternity	None	None	None
Race	None	May have a negative impact on customers, who due to language/comprehension difficulties, could find it challenging to request a service.	None
Religion and belief	None	None	None
Sex	None	None	None
Sexual orientation	None	None	None

Marriage and civil partnerships	None	None	None
Carers (protected by association)	None	None	None

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	None	None	None
Disability	None	None	None
Gender reassignment	None	None	None
Pregnancy and maternity	None	None	None
Race	None	None	None
Religion and belief	None	None	None
Sex	None	None	None
Sexual orientation	None	None	None

Marriage and civil partnerships	None	None	None
Carers (protected by association)	None	None	None

8. Amendments to the proposals

Change	Reason for change

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
<p>May have a negative impact on customers, who due to mental disability, cognitive impairment or communication difficulties, could find it challenging to request a service</p> <p>May have a negative impact on customers, who due to language/comprehension difficulties, could find it challenging to request a service</p>	<p>The guidance acknowledges that people can act out of character in times of stress or when they are upset or angry.</p> <p>It explains that it may be necessary to consider the circumstances of the customer – e.g. health issues or language/comprehension difficulties etc. which may make it difficult for them to request a service.</p> <p>The guidance makes it clear that the focus is firmly on managing customer contact, not restricting access to council services.</p> <p>It also advises that checks must be made to ensure that equality and diversity issues have been fully taken into account and reasonable adjustments made where appropriate.</p>		

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected

11. Summary of key impacts and actions

<p>Information and engagement underpinning equalities analysis</p>	<ul style="list-style-type: none"> • Engagement/awareness raising with corporate service complaints leads • Awareness campaign across the organisation via the council's intranet
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<ul style="list-style-type: none"> • Customers who have health issues or language/comprehension difficulties may find it difficult to request a service.
<p>Changes you have made to the proposal as a result of the EIA</p>	
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<ul style="list-style-type: none"> • The guidance explains that the circumstances of the customer should be considered – e.g. health issues or language/comprehension difficulties etc. • The guidance advises that reasonable adjustments must be made where appropriate.
<p>Potential negative impacts that cannot be mitigated</p>	