

Well-being of Future Generations (Wales) Act 2015

Integrated Impact Assessment

(includes Equalities, Welsh Language, Sustainability and Biodiversity)



Before completing the Impact Assessment **PLEASE REFER TO THE CORRESPONDING GUIDANCE DOCUMENT** which provides essential background information.

An Integrated Impact Assessment **MUST** be completed for:

1. Any project (i.e. something that has a start and end date and is different from day to day business).
2. Where you are implementing significant change e.g. service provision.
3. For any Council / Cabinet report that is not part of an above mentioned project or significant change.

Title of Project / Report:	Annual Social Services Complaints Report 2019-2020
Officer completing Impact Assessment:	Gaynor Lewis
Lead Officer / Project Manager:	Carys Kennedy
Service:	Complaints Department/Legal Department
Impact Assessment completion date:	15 th December 2020
<p>Please give a brief description of the aims of the proposal: Local Authorities are required by the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014 to produce an Annual Report about the operation of their Social Services Complaints, Representations and Compliments policy and procedures. This Cabinet Report highlights the key points contained in the Annual Social Services Complaints, Representations and Compliments report.</p>	

1. Merthyr Tydfil Well-being Objectives

Does your proposal help to deliver any of the Council's Well-being Objectives identified below?

Well-being Objectives	Does your proposal have a positive or negative impact on the Council's Well-being Objectives? Please place an X in the relevant box			Why have you come to this decision? Please provide an explanation	What actions have been/will be taken to better contribute to positive impacts and/or mitigate any negative impacts?
	Positive	Negative	N/A		
<p><u>Best Start to Life</u> Children and young people get the best start to life and are equipped with the skills they need to be successful learners and confident individuals.</p>	X			Social Services continues to adopt a positive attitude towards complaints, we continue to learn from complaints and view complaints as a valuable form of feedback, which assists in the development and improvement of services	No negative impact. Complaints are seen as a valuable form of feedback, which assists in the development and improvement of services
<p><u>Working Life</u> People feel supported to develop the skills required to meet the needs of businesses with a developing, safe infrastructure making Merthyr Tydfil an attractive destination.</p>	X			Social Services continues to adopt a positive attitude towards complaints, we continue to learn from complaints and view complaints as a valuable form of feedback, which assists in the development and improvement of services	No negative impact. Complaints are seen as a valuable form of feedback, which assists in the development and improvement of services
<p><u>Environmental Well-being</u> Communities protect, enhance and promote our environment and countryside.</p>			X		
<p><u>Living Well</u> People are empowered to live independently within their communities, where they feel safe and enjoy good physical and mental health.</p>	X			Social Services continues to adopt a positive attitude towards complaints, we continue to learn from complaints and view complaints as a valuable form of feedback, which assists in the development and improvement of services	No negative impact. Complaints are seen as a valuable form of feedback, which assists in the development and improvement of services
Sources of evidence to support the above:					

2. Sustainable Development Principles (The Five Ways of Working)

Does your proposal demonstrate you have met the sustainable development principles (five ways of working)?

Five Ways of Working	How does your proposal demonstrate you have met the five ways of working?	Are there any additional actions to be taken to better contribute to the five ways of working and/or mitigate any negative impacts?
Long Term - Thinking and planning for the long term.	Social Services continues to adopt a positive attitude towards complaints, we continue to learn from complaints and view complaints as a valuable form of feedback, which assists in the development and improvement of services	
Prevention - Preventing problems before they happen.	Social Services continues to adopt a positive attitude towards complaints, we continue to learn from complaints and view complaints as a valuable form of feedback, which assists in the development and improvement of services	
Integration - Integrating with other strategies.	Social Services will continue to provide for the needs of the community, achieving the Council's vision and strategic aims for the future.	
Collaboration - Collaborating with others.	No collaboration actions are required at this time.	
Involvement - Involving people and communities.	No consultation is required at this time.	
Sources of evidence to support the above:		

3. Protected Characteristics (including Welsh Language)

Does your proposal directly impact on service users, employees and/or the wider community, including the nine protected characteristic groups and Welsh language as identified below?

Protected Characteristics	Does your proposal have a positive or negative impact on service users, employees and/or the wider community, including the nine protected characteristic groups and Welsh language? Please place an X in the relevant box			Why have you come to this decision? Please provide an explanation	What actions have been/will be taken to better contribute to positive impacts and/or mitigate any negative impacts?
	Positive	Negative	N/A		
Age	X			Social Services support people of all ages	
Disability	X			Social Services support people with a disability	
Gender Reassignment			X		
Marriage and Civil Partnership			X		
Pregnancy and Maternity			X		
Race			X		
Religion or Belief			X		
Sex (Gender)			X		
Sexual Orientation			X		
Welsh Language			X		
Sources of evidence to support the above:					

4. Biodiversity

Does your proposal directly impact on Biodiversity?

Biodiversity	Does your proposal have a positive or negative impact on Biodiversity? Please place an X in the relevant box			Why have you come to this decision? Please provide an explanation	What actions have been/will be taken to better contribute to positive impacts and/or mitigate any negative impacts?
	Positive	Negative	N/A		
Maintain and enhance biodiversity and ecosystem resilience			X		
Sources of evidence to support the above:					

5. Summary

As a result of completing this Impact Assessment, how many positive and negative impacts does your proposal have? This section should then be included in the related Council/Cabinet report.

Please see the example provided in the **guidance document**.

	Positive Impacts	Negative Impacts	Not Applicable
1. Merthyr Tydfil Well-being Objectives	3 of 4	0 of 4	1 of 4
2. Sustainable Development Principles - How have you considered the five ways of working: <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement 	3 of 5	0 of 5	2 of 5
3. Protected Characteristics (<i>including Welsh Language</i>)	2 of 10	0 of 10	8 of 10
4. Biodiversity	0 of 1	0 of 1	1 of 1
<p><u>Summary:</u></p> <p>The main positive impacts are Social Services continues to adopt a positive attitude towards complaints, we continue to learn from complaints and view complaints as a valuable form of feedback, which assists in the development and improvement of services. While not all complaints are upheld they do, however, provide useful information in respect of the way services are delivered. They provide us with the opinions of our customers and also provide opportunities to learn lessons where a service has fallen short of expected standards.</p> <p>There are no negative impacts.</p>			

6. Actions

Based on the summary of your positive and negative impacts, identified in Section 5 above, will you need to make changes to your proposal to better contribute to positive impacts and/or mitigate any negative impacts? Please identify any further actions you will need to undertake to better contribute to positive impacts and/or mitigate any negative impacts.

What are you going to do?	Estimated completion date	Who will be responsible?	Timelines/Milestones e.g. 6 months/over a year, etc.	Progress

7. Version Control

The Impact Assessment should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. Please use the table below to keep a record of this process so that we can demonstrate how we have considered and built in the sustainable development principles where possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration

8. Sign off section

Approved by: _____

Job Title: _____

Approval date: _____