

Equality Impact Assessment Record

Name of new/ revised Policy:	COPFS Customer Service Survey 2017
Purpose of Policy:	To establish what COPFS staff think of the customer service they are delivering and the service they are receiving from colleagues; and to provide a benchmark to set the priorities for improvement.
Lead EIA Officer:	Communications Team
Team / Federation:	Corporate Communications / Operational Support
Email Address:	DiversityTeam@copfs.gsi.gov.uk
Others involved:	
Date Assessment Completed:	18 May 2017
Assessment Record Authorised by:	

This new / revised policy was fully assessed for any equality impact based on the General Equality Duty of the Equality Act (2010).

Summary of research and consultation carried out:

COPFS is a member of the Institute of Customer Service. The COPFS Customer Service Survey (ServCheck) is managed by the ICS using a standard set of questions which are linked to the ICS model of world-class customer service and consequently there is a little scope to refine them.

Key issues identified: - (Note here if you conclude there are no equality issues relating to the new / revised policy)

The survey is available on PF Eye, which all staff have access to.

The COPFS 'Equality Monitoring Questionnaire' offers staff the option for gender or age: "I prefer not to answer the question". This option is important to our staff as we have members, for example, who identify as bi-sexual or transgender.

It was noted that the ICS survey does not give those completing a ServCheck survey this option nor can you bypass the age or gender questions.

We raised this problem with the ICS who advised us that the age and gender questions are captured within the survey as further demographics and cannot be

changed at this time.

We took the decision to run the survey without the opt-out option this year as this is the first ICS survey carried out by COPFS and will be a benchmark for comparison against future surveys and other public body results.

The ICS product team will be considering the addition of an opt-out as a potential development for the ServCheck survey at their next product review.

Changes made to new / revised Policy

N/A

Review Process for Policy

Before the ServCheck survey is used again by COPFS it will be reviewed to ensure that the opt-out option referred to above is available to COPFS staff completing the survey.

SEND THIS COMPLETED FORM TO DiversityTeam@copfs.gsi.gov.uk

For further information about this impact assessment, please contact: Equality Team, Policy Division, Crown Office, 25 Chambers Street, Edinburgh, EH1 1LA

Alternatively send an email to DiversityTeam@copfs.gsi.gov.uk.

Assessment records can be made available in alternative formats or languages on request.