

Equality Impact Assessment (EIA) and our equality duty

Section 1 – Details of the service, service change, decommissioning of a service, strategy, function or procedure

Proposal Title	Formal Consideration of the Local Government and Social Care Ombudsman's Report - Complaint Reference 24 009 262
Date of Assessment	21 st October 2025
Assessment Lead Officer Name and other officers involved	Tracy Stephen Director of Family Help and Children's Social Care
Directorate/ Service	Children and Families
Details of the service, service change, decommissioning of the service, strategy, function or procedure.	Actions arising from an upheld complaint, investigated by the Local Government and Social Care Ombudsman. These actions require improvements to practice, including better communication with the multi-agency team working with a family, evidenced based approaches to practice and use of escalation policy.
Who is impacted?	Children and families involved with children's social care and family help should be impacted positively by the actioned changes.
Links and impact on other services, strategies, functions or procedures.	It links with Cheshire East Children's Safeguarding Practice Review Subgroup following a Learning Review being completed on the same circumstances. It also links with Cheshire East Council's plan – 2.4 children and young people thrive and reach their potential with targeted support when and where they need it.
How does the service, service change, strategy, function or procedure help the Council meet the requirements of the Public Sector Equality Duty?	The service change supports the upholding of Article 8 of the Human Rights Act 1998; respect to a right for a private family life.

Section 2 - Information – What do you know?

What do you know?	The LGSC Ombudsman has upheld a complaint made by Miss X and provided a set of recommendations to the Council. The
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	findings of the Ombudsman report recommend an improvement in operational practices which would create improvements in people experiencing services, but would not affect one group more than another. These improvements include the use of evidence based practice approaches, communication with partners and the proper use of an escalation policy.
Information you used to arrive at the decision	The information provided by the Ombudsman, alongside the findings of a Learning Review undertaken by Cheshire East Safeguarding Children's Partnership.
Gaps in your Information	N/a.

Section 3 - Information - What did people tell you?

What did people tell you about your proposals?	None
Details and dates of the consultation/s and/or engagement activities	Given this is a response to the Ombudsman's report, it is not necessary to proceed with any external consultation
Are there any gaps in consultation and engagement feedback?	No consultation required

Section 4 - Review of information, consultation feedback and equality analysis

Protected characteristics groups from the <u>Equality Act 2010</u>	What do you know? <i>Summary of information used to inform the proposal</i> <u>Refer to Section 2</u>	What did people tell you? <i>Summary of customer and/or staff feedback</i> <u>Refer to section 3</u>	What does this mean? <i>Impacts identified from the information and feedback (actual and potential).</i> <i>These can be either positive, negative or have no impact.</i>
Age	<i>The proposals affect all children and young people</i>	<i>The Ombudsman report outlines that due consideration to the needs and views of the children and parent was not sufficient,</i>	<i>The impact of improvements to practice should mean that situations such as that experienced by Miss X are avoided in future.</i>

		<i>as was claimed by Miss X.</i>	
Disability			
Gender reassignment			
Pregnancy and maternity			
Race/ethnicity			
Religion or belief			
Sex			
Sexual orientation			
Marriage and civil partnership			

Section 5 - Review of information, consultation feedback and equality analysis

Mitigation	What can you do to mitigate any negative impacts or further enhance positive impacts?
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<i>Please summarise the impacts listed in section 4 and what will be done to mitigate these impacts</i>	<p>Implementing the actions of the Learning Review and Ombudsman report will support Children's Services improvement journey and contribute to a number of improvement actions planned for the future.</p>
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Section 6 – Monitoring and review

Details of monitoring activities	No monitoring required other than that of CESCP of the actions of the Learning Review
Date and responsible officer for the review of the EIA	Tracy Stephen Director Family Help and Children's Social Care

Section 7 – Sign off

When you have completed your draft EIA, it should be sent to the [Equality, Diversity and Inclusion Mailbox](#) for review.

If your EIA is approved, it must then be signed off by a senior manager within your Department (Head of Service or above).

Name	Tracy Stephen
Date	21 st October
Signature	

Once the EIA has been signed off, please forward a copy to the [Equality, Diversity and Inclusion mailbox](#) for it to be published on the website.

For Transparency, we are committed to publishing all Equality Impact Assessments relating to public engagement.

Help and support - For support and advice please contact the [Equality, Diversity and Inclusion mailbox](#)