

# Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Managing Unreasonable Customer Behaviour Policy	
Date Conducted	17.7.2017	
Name of Lead Officer and Service Area	Tracey Tudor Customer Services	
Commissioning Team (if applicable)	Deb Lewis Joanne Shaw Sharon Sayman	
Director Responsible for project/service area	Anica Goodwin	
Who are the main stakeholders	Everyone – staff, members, customers, contractors, businesses.	
Describe what consultation has been undertaken. Who was involved and what was the outcome	<p>A review of the effectiveness of the policy and an update of the policy as service delivery methods change.</p> <p>Alignment of the actions available under the HAT policy.</p> <p>HAT task and finish group.</p> <p>Officers who have been through the process of reporting an incident.</p> <p>Chief executive.</p> <p>Staff from the Housing and Health Directorate</p>	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	<p>Engagement with partners across Staffordshire.</p> <p>Local Government Ombudsman policies and best practice</p> <p>Wider local authorities.</p>	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	X
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it?	New	X

Indicate with an 'x' which applies	Existing	<input type="checkbox"/>
	Being reviewed	<input type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

## Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

The assessment is to ensure that where possible no one will be treated adversely as a result of this policy.

The Policy in place for the protection of the Councils workforce, elected members and the Councils representatives, and will support service delivery to all customers, safely with the appropriate risks managed.

To protect officers, elected members and contractors by ensuring a suitable framework is in place to identify and record community, people or premises that have previously presented a risk to employees safety

Who will be affected and how?

All customers, staff, elected members, contractors.

Customers may have restrictions applied to them when accessing and receiving the Councils services.

Are there any other functions, policies or services linked to this impact assessment?

Yes            Y            No

If you answered 'Yes', please indicate what they are?

Health and Safety at Work Act, Risk Assessment Procedures, Dealing with Aggression and Violence Procedures, Harassments Assaults and Threats Policy.

## Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation )
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Age	<input type="checkbox"/>	N	
Disability	<input type="checkbox"/>	N	
Gender Reassignment	Y	<input type="checkbox"/>	<b>If the name that the customer is using is not their legal name, this may be an issue in recording the information and managing the customers behaviour.</b>
Marriage & Civil Partnership	<input type="checkbox"/>	N	
Pregnancy & Maternity	<input type="checkbox"/>	N	
Race	<input type="checkbox"/>	N	
Religion or belief	<input type="checkbox"/>	N	
Sexual orientation	<input type="checkbox"/>	N	
Sex	Y	<input type="checkbox"/>	<b>There could be occasions where visits will need to be undertaken by a specific gender of staff due to risks identified.</b>
Gypsy/Travelling Community	<input type="checkbox"/>	N	
Those with Caring/Dependent responsibilities	<input type="checkbox"/>	N	
Those having an offending past	<input type="checkbox"/>	N	
Children	<input type="checkbox"/>	N	
Vulnerable Adults	<input type="checkbox"/>	N	
Families	<input type="checkbox"/>	N	
Those who are homeless	<input type="checkbox"/>	N	
Those on low income	<input type="checkbox"/>	N	
Those with Drug or Alcohol problems	<input type="checkbox"/>	N	
Those with Mental Health issues	Y	<input type="checkbox"/>	<b>There could be occasions whereby customers are unable to understand why their behaviour is being managed under this Policy.</b>
Those with Physical Health issues	Y	<input type="checkbox"/>	<b>The customer may have restrictions applied that maynot be conducive to their physical ability when accessing the Council's services.</b>
Other (Please Detail)	<input type="checkbox"/>	N	

## Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications

Impact Area	Details of the Impact	Action to reduce risk
Customers with mental health issues & gender reassignment.	<p>May impact on the customers' ability to request a service from the council.</p> <p>May make the customer feel isolated.</p>	<p>Ensure that the customer's needs are accounted for, and that the sanctions/restrictions in place are tailored to the customer's personal circumstances.</p> <p>The Policy is not to deny any customer the ability to access or receive a service from the Council.</p>
Where a risk has been identified as a result of the sex of a customer .	<p>May impact on the customers' ability to request a service from the council.</p> <p>May make the customer feel isolated.</p> <p>May put officers at risk.</p>	<p>Ensure that any information shared is explicit to eliminate both officers and the customer from being put at risk.</p> <p>e.g. Female Officer to visit only, Male Officers to visit in two's.</p>
Customers with Physical Health issues	<p>May impact on the customers' ability to request a service from the council.</p> <p>May make the customer feel isolated.</p>	<p>Ensure that the customer's needs are accounted for, and that the sanctions/restrictions in place are tailored to the customer's personal circumstances.</p> <p>The Policy is not in place to deny any customer the ability to access or receive a service from the Council.</p>

**Part 5 - Action Plan and Review**

Detail in the plan below, actions that you have identified in your CIA, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

**If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why**

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
	<b>Outcomes and Actions entered onto Covalent</b>			

Date of Review (If applicable) .....

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