

Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Tell Us 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, elected 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>Heads of Service. Directors. Chief Executive. Staff from the Housing and Health Directorate Customers LGO best practice guide and conferences. Trades Unions Liaison Group</p> <p>Minor tweaks to the Policy.</p>	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	Engagement with partners across Staffordshire. Local Government Ombudsman policies and best practice Wider local authorities.	
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	<input checked="" type="checkbox"/>
	A function, service or project	<input type="checkbox"/>
What kind of	New	<input type="checkbox"/>

assessment is it? Indicate with an 'x' which applies		
	Existing	<input type="checkbox"/>
	Being reviewed	X
	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 the implementation of this policy.

The policy is in place to provide a framework to enable customers to give feedback to the council about its services. The policy sets out what is constituted as a complaint, what is included and what is excluded, how to give feedback and what the customer can expect in relation to performance and application of the policy.

Its sets the standards, and outcomes in order to ensure that this feedback is dealt with consistently.

Who will be affected and how?

All customers, staff, elected members, contractors.

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

No

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

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)
Age	<input type="checkbox"/>	N	
Disability	<input type="checkbox"/>	N	

Gender Reassignment	<input type="checkbox"/>	N	
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	<input type="checkbox"/>	N	
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	<input type="checkbox"/>	N	
Those with Physical Health issues	<input type="checkbox"/>	N	
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
<i>Eg: Families</i>	<i>Families no longer supported which may lead to a reduced standard of living & subsequent health issues</i>	<i>Signposting to other services. Look to external funding opportunities.</i>

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
	Outcomes and Actions entered onto Covalent			

Date of Review (If applicable)