

What Policy/ Procedure/ Strategy/Project/Service is being assessed? Date Conducted 17.7.2017 Name of Lead Officer and Service Area Commissioning Team (if applicable) Director Responsible for project/service area Who are the main stakeholders Describe what consultation has been undertaken. Who was involved and what was the outcome Who are the wider research that has taken place (E.G. commissioners, partners, other providers etc) What are you assessing? Indicate with an 'x' which applies Tell Us Policy It Us Policy 17.7.2017 Tracey Tudor Customer Services Deb Lewis Joanne Shaw Sharon Sayman Anica Goodwin Everyone – staff, elected members, customers, contractors, businesses. A review of the effectiveness of the policy and an update of the policy as service delivery methods change. Heads of Service. Directors. Chief Executive. Staff from the Housing and Health Directorate Customers Local Government Ombudsman policies and best practice Wider local authorities. Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc) What are you assessing? Indicate with an 'x' which applies A Strategy/Policy/Procedure What kind of New	Part 1 – Details					
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assessment is it?		
Indicate with an 'x' which applies	Existing	
	Being reviewed	Х
	Being reviewed as a result of budget constraints / End of Contract	

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 <u>direct impact</u> on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age		N	
Disability		Ν	

Marriage & Civil Partner	rship		N	
Pregnancy & Maternity			N	
Race			N	
Religion or belief			N	
Sexual orientation			N	
Sex			N	
Gypsy/Travelling Comm	unity		N	
Those with Caring/Deperesponsibilities	endent		N	
Those having an offending past	ing		N	
Children			Ν	
Vulnerable Adults			N	
Families			N	
Those who are homeles	S		N	
Those on low income			N	
Those with Drug or Alco	hol		N	
problems				
Those with Mental Heal	th		N	
issues				
Those with Physical Hea	lth		N	
issues				
Other (Please Detail)			Ν	
			1 1	
Part 4 – Risk Assessr	ment			
		vious a	uestion	n, please detail what measures or
changes will be put in p		-		
	Details o			Action to reduce risk
impact Area	Details (or tire i	прасс	Action to reduce risk
Eg: Families Families no longe supported which		no longer		Signposting to other services. Look to
		ch may	external funding opportunities.	
	lead to a reduced standard of living & subsequent health		ced	
			ing &	
			_	
	issues			

N

Gender Reassignment

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)