

Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Reopening of face-to-face customer services at Marmion House and relocation of all committee meetings to the council chamber at Marmion House	
Date Conducted	16 July 2024	
Name of Lead Officer and Service Area	Nicola Smyth, Head of Customer Experience	
Commissioning Team (if applicable)		
Director Responsible for project/service area	Zoe Wolicki, Assistant Director People Anica Goodwin, Executive Director Organisation	
Who are the main stakeholders	Customers, Staff, Partners, Elected Members	
Describe what consultation has been undertaken. Who was involved and what was the outcome	Since the closure of reception during the pandemic the service offer has been regularly reviewed with customers, staff and partners through surveys. Elected members have participated in discussion as part of the approvals process	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	Partners and charities offering services to our vulnerable customers have been met with to learn and help shape the proposal	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input checked="" type="checkbox"/>
	A Strategy/Policy/Procedure	<input type="checkbox"/>
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input checked="" type="checkbox"/>
	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.

Marmion House reception will be reopened to the public once again, with customer services providing a face-to-face service Monday to Friday. The reception area will be adapted for better customer flow and accessibility. There will be an enhanced digital offering to support customer interactions and improved touchpoints with the goal of managing enquiries effectively at the first point of contact.

The proposal also seeks to relocate Committee meetings from the Town Hall to the Council Chamber at Marmion House including updating technology to enhance meeting delivery and undertaking minor refurbishment to the current chamber.

Who will be affected and how?

TBC residents, Councillors, Partners, Staff, voluntary organisations will be positively affected through increased access to officers and information. The proposal also provides the opportunity to help shape future delivery through ongoing assessment and review of the offer.

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

Yes 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)
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Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Those who are digitally excluded will be able to access services via this proposal.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adjustments have been made to ensure that the service and committee meetings are fully accessible
Gender Reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Marriage and Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interpretation and translation services will be available
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Gypsy/Travelling Community	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Those with caring/dependent responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposal requires customer service staff to work on a pattern providing face to face cover at Marmion House. This may impact those with childcare or caring responsibilities due to having to travel in to work more frequently. Depending on home location this travel time could also impinge on caring duties.
Those having an offending past	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Vulnerable Adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Staff will be trained to meet the needs of vulnerable adults and have the ability to signpost appropriately
Families	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Those who are homeless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Those presenting as homeless will be supported by the additional services at the front door
Those on low income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This offers the opportunity for those who may be digitally excluded to access face to face services and seek appropriate support.
Those with drug or alcohol problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Those with mental health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Greater accessibility to face to face service
Those with physical health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Without adequate training and access to appropriate training those with hearing and sight impediments will struggle to access services.
Social inclusion Please include refugees and asylum seekers,	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Health and Wellbeing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Climate Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Building works will be required to adapt the area to be used for face-to-face customer offer and for council meetings in the chamber. Consideration to energy efficient solutions will be made. Both will see an increased use of digital equipment and less use of paper.

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. this includes climate change considerations

This is the section in which to please outline any actions to mitigate negative or enhance positive impacts in terms of economic, environmental or wider societal considerations, and actions to review and monitor the overall impact of the change accordingly.

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>
Climate change		The corporate supplier will be used, and consideration given to environmental impact
Those with caring/dependent responsibilities	Some members of the team may have difficulty fulfilling face to face duties due to their caring responsibilities	A period of consultation will be entered into during which those having an impact will be identified. It is anticipated that the impact will be minimal – recruitment over the past 12 months has referred to alternative working arrangements including the introduction of face-to-face customer service provision.

		It should also be considered that some members of the team may prefer working face to face rather than remotely and factored into the consultation
Those with physical health issues	Unable to adequately access services	Use of hearing loop Working with action for deafness to ensure accessibility needs are provided for. Contract with language line entered – translation and interpretation including BSL accessible for customers and staff. Well trained staff who have customer care at the forefront of their approach Ongoing satisfaction monitoring of face-to-face provision
Those with mental health issues/homeless/ /vulnerable adults	Lack of knowledge of face-to-face offer	Clear communication plans will be put in place to ensure there is an increased awareness of the face-to-face offer available. Partners and staff fully briefed Clarity on what our service offer is Ongoing drive to use plain English to support customers accessing services Ongoing satisfaction monitoring of face-to-face provision
Those with low income	Lack of knowledge of face-to-face offer	Clear communication plans will be put in place to ensure there is an increased awareness of the face-to-face offer available. Clarity on what our service offer is Partners and staff fully briefed Access to free telephones to contact council services will be provided Ongoing drive to use plain English to support customers accessing services Ongoing satisfaction monitoring of face-to-face provision

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your Community Impact Assessment, 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 Pentana			
Caring responsibilities	Proposed rota shared and consultation carried out to understand level of impact on customer service workforce	Nicola Smyth/Jackie Noble		
Climate change	Ensure work to both areas is carried out with sustainability in mind and that products purchased/used are environmentally suitable Materials to be disposed of in line with latest guidance	Assets – Paul Weston		

Date of Review (If applicable)16-7-24.....