

# Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Local Government and Social Care Ombudsman Annual Review 2023/24 Report	
Date Conducted	9 September 2024	
Name of Lead Officer and Service Area	Zoe Wolicki, Assistant Director People	
Commissioning Team (if applicable)		
Director Responsible for project /service area	Anica Goodwin, Executive Director Organisation	
Who are the main stakeholders	Audit and Governance Committee	
Describe what consultation has been undertaken. Who was involved and what was the outcome	N/A	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	N/A	
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 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.

Report to advise committee of the contents of the Local Government and Social Care Ombudsman's Annual Review letter for the year ended 31<sup>st</sup> March 2024 in relation to complaints against Tamworth Borough Council.

Who will be affected and how?

The whole organisation is impacted by the report

Residents, businesses, visitors, voluntary sector and partner organisations

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

Yes  No

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

All services/ functions are covered by this report

## 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 checked="" type="checkbox"/>	Not a factor
Disability		<input checked="" type="checkbox"/>	Not a factor
Gender Reassignment		<input checked="" type="checkbox"/>	Not a factor
Marriage and Civil Partnership		<input checked="" type="checkbox"/>	Not a factor
Pregnancy & Maternity		<input checked="" type="checkbox"/>	Not a factor
Race		<input checked="" type="checkbox"/>	Not a factor
Religion or belief		<input checked="" type="checkbox"/>	Not a factor
Sexual orientation		<input checked="" type="checkbox"/>	Not a factor
Sex		<input checked="" type="checkbox"/>	Not a factor
Gypsy/Travelling Community		<input checked="" type="checkbox"/>	Not a factor
Those with caring/dependent responsibilities		<input checked="" type="checkbox"/>	Not a factor
Those having an offending past		<input checked="" type="checkbox"/>	Not a factor
Children		<input checked="" type="checkbox"/>	Not a factor
Vulnerable Adults		<input checked="" type="checkbox"/>	Not a factor

Families		X	Not a factor
Those who are homeless		X	Not a factor
Those on low income		X	Not a factor
Those with drug or alcohol problems		X	Not a factor
Those with mental health issues		X	Not a factor
Those with physical health issues		X	Not a factor
Social inclusion Please include refugees and asylum seekers,		X	Not a factor
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		X	Not a factor
Health and Wellbeing		X	Not a factor
Climate Change		X	Not a factor

#### **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

## 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
n/a	Outcomes and Actions entered onto Pentana	Service Manager/ AD	31.3.2025	Strategic project impacts up to date on pentana

Date of Review (If applicable) : 9 September 2024

Guidance and form updated July 2023 following CMT approval.