

COMMUNITY IMPACT ASSESSMENT INITIAL SCREENING FORM

Name of Community Impact Assessment (the policy, decision, strategy, programme, procedure, action plan, function or service etc.):	CAPITA SAVINGS Implementation of refreshed technology in relation to the switchboard.	
Officer Name(s):	Andrew Buckle	
Job Title & Location:	Head of Customer Services	
Service Area/ Team:	Customer Services	
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Date Assessment:	Commenced: 22/10/2010	Completed: 13.12.2010

Is the policy¹ or decision under review (please tick)

New/Proposed

Modified/adapted

Existing

1. Scope of the Community Impact Assessment
This CIA covers the implementation of a technology refresh in relation to the switchboard
2. Aims & Objectives – summaries the main aims/objectives of the policy, decision, strategy, action plan, project or procedure (please refer to CIA Guidance for details)
<p>Rossendale Borough Council has recently reviewed its existing corporate telephony provision, part of the review has involved a technology refresh because the existing hardware and software was outdated and unsupported. In addition there have been problems with the existing voice mail and switchboard not working.</p> <p>As part of the new implementation the Council has implemented a very basic form of voice recognition, the customer calls and if they know the name of the person they simply state the person name. The application then automatically transfers the call to the person they have requested to speak to, the enhancement was part of a customer suggestion. It is anticipated that the automated messaging will handle a large amount of calls, however, this needs to be monitored over the next few months. Customers will always have to give the option to speak to an actual person if they so choose.</p> <p>The implementation of the revisions will be reviewed over the next 3-6 months in relation to possible impact on customers and efficiency of dealing with calls.</p>

¹ Policy can be defined as a policy document, decision, strategy, function, service, action plan, programme, procedure, initiative or process.

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3. Impact – Could a particular group of people be affected differently in either a negative or positive way?				
	Positive Impact – it could benefit	Negative Impact – it could disadvantage/ affect differently	Neutral Impact (Neither)	Please indicate whether this is high (H), medium (M) or low (L). If a negative impact is identified please complete a Full CIA ²
Women	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No impact
Men	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No impact
Race (Ethnicity or Nationality) – BME or Majority Population - please state which group(s):	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The customer always has the option of not using the voice recognition system to mitigate this negative impact .
People with a disability (physical, learning/ mental health)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The customer always has the option of not using the voice recognition system to mitigate this negative impact .
Lesbians, gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No impact
Transgendered people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No impact
Older people (60+)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The customer always has the option of not using the voice recognition system to mitigate this negative impact .
Younger people (17-25), and children	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No impact
Religious / Faith groups³	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No impact

² If you have identified any negative impact you *will* need to complete a Full Community Impact Assessment. If there are no negative impacts identified you do not need to complete a Full Community Impact Assessment.

³ Faith groups cover a wide range of groupings, the most common of which are Muslims, Buddhists, Jews, Christians, Sikhs, and Hindus. Consider faith categories individually and collectively when considering positive and negative impacts.

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3. Impact – Could a particular group of people be affected differently in either a negative or positive way?				
	Positive Impact – it could benefit	Negative Impact – it could disadvantage/ affect differently	Neutral Impact (Neither)	Please indicate whether this is high (H), medium (M) or low (L). If a negative impact is identified please complete a Full CIA ²
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No impact
Other excluded groups (e.g. careers, rurally isolated, gypsies & roma travelers, people on low incomes etc.). Please state which group(s):				

Is a Full Community Impact Assessment required? Yes: No:

Head of P&P signature: Liz Sandiford

Lead Officer Signature: Andrew Buckle

Date: 22/10/2010

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Date Issued: June 2009

Issued by: Head of People & Policy