

## INITIAL COMMUNITY IMPACT ASSESSMENT

<b>Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)</b>	Customer Services Review	
<b>Lead Officer Name(s):</b>	Fiona Meechan	
<b>Job Title &amp; Location:</b>	Director of Customers and Communities, Futures Park, Bacup	
<b>Department/Service Area:</b>	Customers and Communities Directorate	
<b>Telephone &amp; E-mail Contact:</b>	01706 252430	
<b>Date Assessment:</b>	<b>Commenced:</b> 1 August 2012	<b>Completed:</b> Open

**We carry out Community Impact Assessments to analyse the effects of our decisions, policies or practices. The CIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.**

### 1. Overview

<b>The main aims/objectives of this policy<sup>1</sup> are:</b>
Provide a consolidated and more resilient customer service package which enables savings to be made in relation to accommodation, and improvements to be made to the customer experience through more provision of first point of contact resolution and self-service via an improved website. This particular CIA relates to a potential move of the One Stop Shop from Rawtenstall to Bacup.

(Refer to **CIA Guidance** for details)

Is the policy or decision under review (please tick)

New/proposed

Modified/adapted

Existing

### INTERNAL ONLY

#### MANAGEMENT ACTION REQUIRED (to be completed by the Head of P&P following review by Management Team)

- Outcome of CIA agreed/approved by Management Team: Yes  No
- Is a full CIA required Yes  No
- Referred back to Assessor for amendment : (date)
- Published/made publicly available on: (date)

Signed:..... (Head of P&P) Date:

Date of Review<sup>2</sup>: **[To be Completed by Lead Officer]**

<sup>1</sup> Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

<sup>2</sup> This date will be set on an annual basis as default for review unless otherwise specified by you.

<b>Responsible Section/Team</b>	Customers & Communities	<b>Version</b>	1
<b>Responsible Author</b>	Fiona Meechan	<b>Due for review</b>	October 2012
<b>Date last amended</b>	22 August 2012	<b>Page 1 of 3</b>	

## 2. Equality Impact

Using the table below please indicate whether the policy/strategy/decision has a positive, negative or no impact **from an Equalities perspective** on any of the protected equality groups listed below. **Please also give consideration to wider equality of opportunity and community cohesion impacts within and between the groups identified. If you have identified any negative impact and mitigating actions are not sufficient, you will need to complete a Full Community Impact Assessment.**

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	A move of the One Stop Shop from the west side of the Borough (Rawtenstall), to the East (Bacup) may be seen to have a negative impact on those who live to the west of the Borough, as they would have to travel further to visit. However, those in the West would have to travel less far, so it may be seen to have a positive impact on them. Futures Park is directly next to and opposite the bus stops for the main 464 bus service which runs from Rochdale, through Bacup, through Rawtenstall, and to Accrington (and the other way). Further impact will be identified through the consultation with OSS customers and the wider population which is taking place throughout September 2012. Results of this consultation will inform a further CIA.	<input type="checkbox"/>
	Younger people and children	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Disability	Physical/learning/mental health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
Gender Reassignment	Transsexual people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
Pregnancy and Maternity		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
	Black or black British people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
	Irish people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
	White British	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
	Chinese people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>

Responsible Section/Team	Customers & Communities	Version	1
Responsible Author	Fiona Meechan	Due for review	October 2012
Date last amended	22 August 2012	Page 2 of 3	

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
	Gypsies & Travellers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
	Other minority communities not listed above (please state)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
<b>Belief or Religion</b>		<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
<b>Gender</b>	Women	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
	Men	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
<b>Sexual Orientation</b>	Lesbian women, gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
<b>Marriage and Civil Partnership</b> (employment only)		<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
<b>Contribution to equality of opportunity</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
<b>Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)</b>		<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
<b>Human Rights</b> <a href="http://intranet/site/scripts/documents_info.php?categoryID=86&amp;documentID=251">http://intranet/site/scripts/documents_info.php?categoryID=86&amp;documentID=251</a>		<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>

<b>Responsible Section/Team</b>	Customers & Communities	<b>Version</b>	1
<b>Responsible Author</b>	Fiona Meechan	<b>Due for review</b>	October 2012
<b>Date last amended</b>	22 August 2012	<b>Page 3 of 3</b>	