Community impact assessments – for services, policies and projects

What is a community impact assessment?

A community impact assessment is an important part of our commitment to delivering better services for our communities. The form will help us find out what impact or consequences our functions, policies, procedures and projects have on our communities, as well as employees and potential employees.

By undertaking an impact assessment, we are able to:
- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

Background

Name of service / policy / project and date	**Older Peoples Housing Related Support and Sheltered Housing Services**
Lead officer	**Pat Pratley, Deputy Chief Executive**
Other people involved in completing this form	**Caroline Walker, Community Services Manager** **Martin Stacy, Housing & Communities Manager**

Step 1 - About the service / policy / project

What is the aim of the service / policy / project and what outcomes is it contributing to	This service replaces the traditional sheltered housing service and will bring about a more flexible delivery of housing related support services to older people in Cheltenham, both within our sheltered housing and in the community at large. There will be a strengths-based focus, with an emphasis on providing short term interventions which will enable older people to regain their independence. This service will support our corporate objectives by strengthening our communities and supporting independent living.
Who are the primary customers of the service / policy / project and how do they / will they benefit	Older People (across tenure) in Cheltenham will benefit from a needs based flexible menu of services delivered through a network of community hubs. A broad programme of services and activities are being developed which will focus on health and well being , reducing social isolation and opportunities to learn new skills and interests
How and where is the service / policy / project implemented	Within the community (in people's homes) and through two community hubs which will deliver services and activities for residents within these schemes and for those living in the neighbouring communities. One of these hubs is in the south of Cheltenham (Wallace House), the other in the northern half of Cheltenham, which is yet to be identified.
What potential barriers might already exist to achieving these outcomes	The project will need to ensure that older people develop an understanding of the concept of community hubs and the potential benefits from accessing services and activities from the hubs. It is anticipated that some older people will need to overcome issues of mental health, confidence and loneliness to be able to access the hubs and service are being developed to facilitate the support required

Step 2 – What do you know already about your existing / potential customers

What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information	Profiling data is held for more than 90% of tenants including older people and in addition there is a support plan in place for older people in sheltered housing. Further improvements in data capture will be key to include the profile and needs of older people in general needs housing and the wider community
What does it tell you about who uses your service / policy and those that don't?	It is understood that there is a broad range of need both for older people in sheltered housing and in general needs housing. In developing a flexible menu of service, research is about to commence into a detailed needs assessment and an understanding of the market for older people's services in Cheltenham.
What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?	A consultation exercise was undertaken in Feb / March 2014 and it was clear that the concept of a community hub needs to be better understood. As the menu of service evolves and detailed needs assessment is undertaken, there will be a further consultation and which should evidence increased understanding of community hubs and will also provide an opportunity for any further barriers to be identified
If not, who do you have plans to	See above

consult with about the service / policy / project?	

Step 3 - Assessing community impact

How does your service / policy / project impact on different groups in the community?

Group	What are you already doing to benefit this group	What are you doing that might disadvantage this group	What could you do differently to benefit this group	No impact on this group
People from black and minority ethnic groups	Appropriately tailored housing-related support for older people	None	n/a – support is tailored to the needs of the individual so any assessment will take account of issues pertinent to black & minority ethnic groups	
Gender	As above	None	n/a – as above	
Gender Reassignment	As above	None	n/a – as above	
Older people / children and young people	As above	None	n/a - as above	No impact on young people
People with disabilities and mental health challenges	As above	None	n/a – as above	
Religion or belief	As above	None	n/a – as above	
Lesbian, Gay and Bi-sexual people	As above	None	n/a – as above	
Marriage and Civil Partnership	As above	None	n/a – as above	
Pregnancy & Maternity				No impact
Other groups or communities	As above	None	n/a – as above	

Step 4 - what are the differences

Are any groups affected in different ways to others as a result of the service / policy / project?	No – this will be a tailored package of housing related support that is designed around the needs of the individual.
Does your service / policy / project either directly or indirectly discriminate?	No.
If yes, what can be done to improve this?	N/A
Are there any other ways in which the service / project can help support priority communities in Cheltenham?	

Step 5 – taking things forward

What are the key actions to be carried out and how will they be resourced and monitored?	There are 4 work streams which will be overseen by the Housing Support Transformation Project Group. This group was set up by CBH, and is made up of officers both at CBC and CBH, as well as including tenant representation, and representation from the County Council who commission the service. The work streams are as follows: 1. Identification of two sheltered housing based community 'hubs' from which services and activities can be delivered to support the residents and the neighbouring community. 2. The remodelling of sheltered housing community facilities to ensure the hubs are fit for purpose. 3. The development of a flexible menu of services for older people. This will include the development of replacement solution to our hard wired alarm system in our sheltered housing and the potential implementation of a more flexible dispersed alarm system (or similar) which residents can take up as and when they need it. 4. A consideration of alternative funding streams. This will include a review of Service Charges to better understand whether some of the costs previously financed by SP would be Housing Benefit eligible; as well as the potential provision of a community development health prevention offer and new community based partnerships with local health services, which may have the potential to draw in funding from health and social care.

Who will play a role in the decision-making process?	Members of CBH's Housing Support Transformation Project Group.
What are your / the project's learning and development needs?	
How will you capture these actions in your service / project planning?	