

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

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| Name of service / policy / project and date | Solace – ASB partnership Cabinet Decision 11th April 2017 |
| Lead officer | Sarah Clark – Public & Environmental Health Team Leader |
| Other people involved in completing this form | <p>This form has been sent to the following people for review and comment:</p> <p>Mike Redman – Director of Environment Tim Atkins – Managing Director for Place & Economic Development Martin Stacy – Lead Commissioner for Housing Richard Gibson – Partnerships Manager Inspector Tim Wood – Gloucestershire Police and Solace team Sergeant Simon Ellson – Neighbourhood Policing Chief Inspector Emma Davies – Gloucestershire Police and Solace team PC Justin Brennan – Gloucestershire Police and Solace team Kevan Blackadder – Managing Director, Cheltenham Business Improvement District Gill Ragon – Head of Public Protection, Gloucester City Council Emily Jones – Senior Community Safety Officer, Gloucester City Council Lisa Jones – ASB officer</p> |



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| | <p>Louise Boyle – Senior Environmental Health Officer Yvonne Hope – Head of Public Protection (currently on secondment) Louis Krog – Joint Acting Head of Public Protection Councillor Andrew McKinlay, Cabinet Deputy for Development & Safety (as part of Cabinet report consultation) Councillor Peter Jeffries, Cabinet Deputy for Housing (as part of Cabinet report consultation)</p> |
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Step 1 – About the service / policy / project

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| What is the aim of the service / policy / project and what outcomes is it contributing to | <p>This proposal is to leverage additional ASB resource by contributing the council's ASB case officer to an ASB partnership called Solace.</p> <p>Solace is:</p> <ul style="list-style-type: none"> • a council and police partnership to tackle anti-social behaviour through partner agency working; • it supports people to take responsibility for their actions, and challenges those who don't; • to improve outcomes for victims, offenders, communities and agencies. |
| Who are the primary customers of the service / policy / project and how do they / will they benefit | <ul style="list-style-type: none"> • Victims of ASB will benefit from a consistent multi-agency response based on vulnerability and risk • Perpetrators of ASB will benefit from increased resource to engage and support them in addressing negative behaviours • People who live and work in Cheltenham or who visit here will be less likely to experience ASB (e.g. in public places) |
| How and where is the service / policy / project implemented | <p>The service already runs in Gloucester.</p> <p>If implemented in Cheltenham, the service would operate from the police leased part of the Municipal Offices (ex-tourism offices). Most referrals are telephone or web/email related.</p> |
| What potential barriers might already exist to achieving these outcomes | <p>The council's existing ASB service could be criticised in terms of accessibility (e.g. the municipal offices is not the most accessible building for some people and the service generally only operates Monday – Friday 9am – 5pm). Solace would be more accessible in terms of visible presence (both uniformed and non-uniformed), the opening times would likely reflect some of the evening/night time economy hours; there would be more out of hours service provision. Customers could access the service directly via website or telephone or email, but there would also be a daily proactive triaging of all ASB calls received by the police and council in order to prioritise response. However, other potential barriers could include a perception that Solace is primarily an enforcement agency – this could be mitigated through our approach to marketing and promotion.</p> |

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

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| What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information | <p>We know the number of ASB complaints made to Cheltenham Borough Council in 2015-16 was 56. Between 1st April 2016 and 16th March 2017 this rose to 117</p> <p>We also know that literally thousands more complaints of ASB are logged by Gloucestershire Police annually (see business proposal for more information)</p> <p>In the vast majority of cases, our customers do not plan or wish to use the ASB service but do so because they are victims of crime or ASB. Likewise, perpetrators of ASB do not actively seek out the service but become users of it if engagement, support and/or enforcement are required.</p> |
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| | <p>Our customers who are victims of ASB have anecdotally told us how much they value the support of the council's ASB officer, and they often feel there is nobody else to turn to. However, we are aware of individual and business customer dissatisfaction with the current level of service provision as response times can be slow depending on availability and relative priorities of the council's only ASB officer. In addition, when that officer is on leave, there is currently no resilience in terms of service cover.</p> |
| What does it tell you about who uses your service / policy and those that don't? | <p>This tells us that most people who access the service do not usually plan or want to do so, they do so because they have nowhere else to turn. We can get better at promoting the service so that potential customers are aware of it and can benefit from early intervention before problems escalate, but this would have a staffing resourcing implication.</p> |
| What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups? | <p>Experience from working with a varied customer base has provided learning such as:</p> <ul style="list-style-type: none"> • Customers come from all walks of life as ASB can be committed by, or experienced by, any individual, community or business • Stakeholders such as the police, Business Improvement District, Cheltenham Borough Homes and other landlords, supported accommodation providers, drug and alcohol services, and homeless outreach services have a real passion to work together to improve outcomes for those experiencing or committing ASB. Cheltenham Borough Council implementing Solace will help formalise this partnership working • Barriers to the service can include – fear of engaging with 'authority', being aware of and knowing how to access the service, limitations with current service opening days/hours; fear of reporting ASB and crime (e.g. because of repercussions or property blight); unfamiliarity with language and the laws |
| If not, who do you have plans to 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 |
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| People from black and minority ethnic groups | Identification and reporting of hate incidents | | Promote how Solace can help with hate incidents and crime. Identify and support vulnerabilities. Design service around what this group wants when the opportunity arises | |
| Gender | Identification and reporting of hate incidents | | Promote how Solace can help with hate incidents and crime. Identify and support vulnerabilities. Design service around what this group wants when the opportunity arises | |
| Gender Reassignment | Identification and reporting of hate incidents | | Promote how Solace can help with hate incidents and crime. Identify and support vulnerabilities. Design service around what this group wants when the opportunity arises | |
| Older people / children and young people | Identification and reporting of hate incidents | | Promote how Solace can help with hate incidents and crime. Identify and support vulnerabilities. Design service around what this group wants when the opportunity arises | |

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| People with disabilities and mental health challenges | Identification and reporting of hate incidents | | Promote how Solace can help with hate incidents and crime. Identify and support vulnerabilities. Design service around what this group wants when the opportunity arises | |
| Religion or belief | Identification and reporting of hate incidents | | Promote how Solace can help with hate incidents and crime. Identify and support vulnerabilities. Design service around what this group wants when the opportunity arises | |
| Lesbian, Gay and Bi-sexual people | Identification and reporting of hate incidents | | Promote how Solace can help with hate incidents and crime. Identify and support vulnerabilities. Design service around what this group wants when the opportunity arises | |
| Marriage and Civil Partnership | | | | No particular impact on this group |
| Pregnancy & Maternity | | | | No particular impact on this group |
| Other groups or communities | Street people working group – supports street people and actions in relation to ASB | Only 8% of street people receive enforcement action so this group is not disadvantaged by our actions | Link Gloucester Street People group with Solace | |

Step 4 - what are the differences

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| Are any groups affected in different ways to others as a result of the service / policy / project? | No. The proposal will seek to improve outcomes for these priority groups through improving the way in which ASB is managed in Cheltenham, recognising that vulnerable individuals can be particularly affected when they do not have access to any other support mechanism. |
| Does your service / policy / project either directly or indirectly discriminate? | No – anyone can be a victim or perpetrator of ASB and crime |
| If yes, what can be done to improve this? | As part of Solace and the proposed shared data hub, we will monitor the caseload to detect if there are any priority communities that are at particular risk. We will then work with community leaders and representatives to support them. |
| Are there any other ways in which the service / project can help support priority communities in Cheltenham? | Yes – through the proposed shared data hub. It will be the first time that CBC has a data system directly shared with the police (and Gloucester City) so there is potential to learn from this data analysis over time to better support priority communities. |

Step 5 – taking things forward

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| What are the key actions to be carried out and how will they be resourced and monitored? | <ol style="list-style-type: none"> 1. Seek Cabinet approval for Solace business proposal 2. Draft a detailed implementation plan with the Solace team (resource from report author) 3. Produce Cabinet briefing note with key information relating to governance, performance monitoring etc 4. Set up Solace and monitor through governance processes |
| Who will play a role in the decision-making process? | Cabinet |
| What are your / the project's learning and development needs? | There will be a joint training plan, but an ASB qualification is a postholder requirement |
| How will you capture these actions in your service / project planning? | Through an implementation plan and sub-plans eg communications plan, training plan |