

## 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

<b>Name of service / policy / project and date</b>	Older Peoples Community hubs within 2 Sheltered Housing Services
<b>Lead officer</b>	<b>Martin Stacy – Lead Commissioner, Housing Services</b>
<b>Other people involved in completing this form</b>	<b>Caroline Walker – Head of Community Services</b>

## Step 1 - About the service / policy / project

<p><b>What is the aim of the service / policy / project and what outcomes is it contributing to</b></p>	<p>To provide two additional community hubs by remodelling and refurbishing the communal spaces within two well established sheltered housing schemes, at Coopers Court and Popes Close located in Charlton Kings and St Paul's respectively.</p> <p>CBC and CBH would like to offer a more diverse service with the new hubs, creating a space that would enable a wide range of activities/events to be providing, including new IT equipment with free on-line access, as well as services and therapies. It would also include a memory café, a multi-sensory area, suitable kitchen for lunch clubs, and garden areas with raised sensory planting beds and seating. Opening up the hubs to the wider community would ensure the provision of facilities within the schemes is open to a lively and ever-changing mix of people, and will provide a crucial link between the schemes and the surrounding communities.</p> <p>The project will support the delivery of a key priority within the Corporate Plan 2019-2023, which is to focus on creating more resilient communities.</p>
<p><b>Who are the primary customers of the service / policy / project and how do they / will they benefit</b></p>	<p>Older people within these two sheltered housing schemes, and in the surrounding communities in Cheltenham (across tenure), will benefit from this proposed refurbishment and from the activities and services that could be provided from there. A broad programme of services and activities will be developed which will focus on health and well-being, reducing social isolation and opportunities to learn new skills and interests.</p>
<p><b>How and where is the service / policy / project implemented</b></p>	<p>At Coopers Court and Popes Close as detailed above.</p>
<p><b>What potential barriers might already exist to achieving these outcomes</b></p>	<p>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 these 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. Two successful older people's hubs are already provided within Cheltenham, at Lynworth Court, Lynworth, and at Wallace House, Up Hatherley; and we will draw from our learning there in order to ensure that these new schemes are equally successful, and for any initial challenges to be overcome.</p>

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

<p><b>What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information</b></p>	<p>Profiling data is held on the vast majority of our tenants including older people and in addition there is a support plan in place for older people in sheltered housing. We know from our consultation feedback that this initiative has significant support from residents within the two sheltered housing schemes.</p>
<p><b>What does it tell you about who</b></p>	<p>It is understood that there is a broad range of need both for older people in sheltered housing and in general</p>

<p><b>uses your service / policy and those that don't?</b></p>	<p>needs housing, particularly for those experiencing social isolation. This proposed offer has been developed in light of this need.</p>				
<p><b>What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?</b></p>	<p>Consultation was undertaken during August and September via telephone calls and covid-secure face to face contact with tenants at Popes Close, Coopers Court and other sheltered housing schemes in Charlton Kings. A total of 115 residents responded to the consultation.</p> <table border="1" data-bbox="763 416 2148 620"> <tr> <td data-bbox="763 416 1456 520"> <p>Popes Close, St Pauls (47 residents)</p> </td> <td data-bbox="1456 416 2148 520"> <p>75% (35) responded to the consultation 89% (31) supported the proposals for the communal lounge</p> </td> </tr> <tr> <td data-bbox="763 520 1456 620"> <p>Coopers Court , Charlton Kings (34 residents)</p> </td> <td data-bbox="1456 520 2148 620"> <p>74% (25) responded to the consultation 88% (22) supported the proposals for the communal lounge</p> </td> </tr> </table> <p>A further 55 members of the wider community responded to the consultation, supported the proposals and were interested in attending the activities offered in the schemes.</p> <p>Experience from the existing community hubs, highlights the importance of ensuring that sheltered housing residents feel safe and see opportunities to engage with the wider community as positive and a chance to reduce isolation, widen social networks, and make new friends. In recent years, community events have been delivered Cheltenham wide to older people, and this has been welcomed and successful both in terms of customer feedback and numbers attending the events.</p>	<p>Popes Close, St Pauls (47 residents)</p>	<p>75% (35) responded to the consultation 89% (31) supported the proposals for the communal lounge</p>	<p>Coopers Court , Charlton Kings (34 residents)</p>	<p>74% (25) responded to the consultation 88% (22) supported the proposals for the communal lounge</p>
<p>Popes Close, St Pauls (47 residents)</p>	<p>75% (35) responded to the consultation 89% (31) supported the proposals for the communal lounge</p>				
<p>Coopers Court , Charlton Kings (34 residents)</p>	<p>74% (25) responded to the consultation 88% (22) supported the proposals for the communal lounge</p>				
<p><b>If not, who do you have plans to consult with about the service / policy / project?</b></p>	<p>n/a</p>				

### 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
<b>People from black and minority ethnic groups</b>	These new activities within the hubs will be tailored, and where necessary, adapted to meet the needs and requirements of residents within the sheltered housing schemes and community at large. They will build on the two community hubs that already exist at Wallace House, Up Hatherley and at Lynworth Court, Lynworth.	Nothing	n/a – where necessary, the activities will be tailored to meet the needs of the individuals participating.	
<b>People who are male or female</b>	As above	As above	n/a - as above	
<b>People who are transitioning from one gender to another</b>	As above	As above	n/a - as above	
<b>Older people / children and young people</b>	As above	As above	n/a - as above	No impact on young people
<b>People with disabilities and mental health challenges</b>	The refurbishment of the communal areas, along with the proposed facilities and activities, will improve the mental health of this group by reducing social isolation.	As above	n/a – as above	
<b>People who have a particular religion or belief</b>	As for the first comment	As above	n/a – as above	



**CHELTENHAM**  
BOROUGH COUNCIL

<b>People who are attracted to their own sex, the opposite sex or to both sexes.</b>	As for the first comment	As above	N/a – as above	
<b>People who are married or in a Civil Partnership</b>	As for the first comment	As above	N/a – as above	
<b>People who are pregnant or who are on maternity leave</b>	N/a	n/a	n/a	No impact
<b>Other groups or communities</b>	As for the first comment	As above	N/a – as above	

### Step 4 - what are the differences

<b>Are any groups affected in different ways to others as a result of the service / policy / project?</b>	It is anticipated that this project will have a beneficial impact on older people experiencing poorer mental health as a result of social isolation.
<b>Does your service / policy / project either directly or indirectly discriminate?</b>	No.
<b>If yes, what can be done to improve this?</b>	n/a.
<b>Are there any other ways in which the service / project can help support priority communities in Cheltenham?</b>	

### Step 5 – taking things forward

<b>What are the key actions to be carried out and how will they be resourced and monitored?</b>	Project and communication planning to be finalised. Customers will be actively engaged in choosing the colours and textures for the interiors of the hubs.
<b>Who will play a role in the decision-making process?</b>	Customers, potential customers from the wider community, partners, CBC, CBH project team,
<b>What are your / the project's learning and development needs?</b>	Ensuring the new hubs meet the diverse needs of older people, deliver positive outcomes and an enhanced community offer for older people
<b>How will you capture these actions in your service / project planning?</b>	Established monitoring, data capture, evaluation and review processes