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	**Adoption of Revised Street Scene Policy**
Lead officer	**Licensing Team Leader**
Other people involved in completing this form	

Step 1 - About the service / policy / project

What is the aim of the service / policy / project and what outcomes is it contributing to	To regulate street scene activities in scope of the policy – charitable collections and obstruction of the public highway.
Who are the primary customers of the service / policy / project and how do they / will they benefit	Licence holders and the public as users of the public highway
How and where is the service / policy / project implemented	Implemented through a licensing system of consents
What potential barriers might already exist to achieving these outcomes	Existing obstruction of the public realm through fixed and temporary obstructions

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	We know certain sections of society and the public are disadvantaged by obstruction of the public highway. These include people with visual and mobility disabilities as well as people relying on pushchairs and shopping carts. Unnecessary obstruction of the public highway affects people differently. Cheltenham has a mix of public highway ranging from wide pedestrianised areas to narrow side streets and pavements. The impact on these sections on society and users on the public highway is most severe on narrow side streets and pavements. However, it is also the case that wider pedestrianised areas can be challenging because the proliferation of obstructions, fixed and temporary, can be more acute.
What does it tell you about who uses your service / policy and those that don't?	The authority should exercise caution in its approach to consent for temporary obstruction of the public highway to ensure unnecessary obstruction is avoided whilst recognising that, on a case to case basis, there might be justification for consent.
What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?	As outlined above.

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
People from black and minority ethnic groups				x
People who are male or female				x
People who are transitioning from one gender to another				x
Older people / children and young people	Policy in place restricts the use of objects, in scope of the policy, to those in need of additional forms of advertising based on needs assessment.	A liberal licensing policy could disadvantage this group particularly very small children who rely on pushchairs.	Proposed the re-adoption of the policy approach and revisions including removal powers and streamlining enforcement.	
People with disabilities and mental health challenges	Policy in place restricts the use of objects, in scope of the policy, to those in need of additional forms of advertising based on needs assessment.	A liberal licensing policy could disadvantage this group particularly people with certain disabilities including visual impairment and mobility difficulties and disabilities. Obstruction of the public highway, particularly in areas where the pavement is narrow. This would present a health and safety risk where they have to step off the pavement to	Proposed the re-adoption of the policy approach and revisions including removal powers and streamlining enforcement.	

		pass.		
People who have a particular religion or belief				x
People who are attracted to their own sex, the opposite sex or to both sexes.				x
People who are married or in a Civil Partnership				x
People who are pregnant or who are on maternity leave	Policy in place restricts the use of objects, in scope of the policy, to those in need of additional forms of advertising based on needs assessment.	A liberal licensing policy could disadvantage this group particularly women pregnant or with babies or very small children. Obstruction of the public highway, particularly in areas where the pavement is narrow. This would obstruct the use of pushchairs and present a health and safety risk where they have to step off the pavement to pass.	Proposed the re-adoption of the policy approach and revisions including removal powers and streamlining enforcement.	
Other groups or communities				x

Step 4 - what are the differences

Are any groups affected in different ways to others as a result of the service / policy / project?	Yes however revised policy measures will mitigate the impact.
Does your service / policy / project either directly or indirectly discriminate?	No
If yes, what can be done to improve this?	
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?	As set out in the revised policy and recommendation to adopt.
Who will play a role in the decision-making process?	Cabinet
What are your / the project's learning and development needs?	N/A
How will you capture these actions in your service / project planning?	