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

Background

Name of service / policy / project and date	Heating and Energy Policy 12/08/2022
Lead officer	Gemma Bell Mike Redman

Other people involved in completing this form	Alexandra Wells

Step 1: About the service, policy or project

What is the aim of the service / policy / project and what outcomes is it contributing to	The aim is to reduce energy wastage within Council Buildings
Who are the primary customers of the service / policy / project and how do they / will they benefit	Staff and external customers who use our facilities such as the Town Hall, Pump room etc.
How and where is the service / policy / project implemented	In all operational buildings plus investment portfolio
What potential barriers might already exist to achieving these outcomes	There may need to changes in the way some services will be implemented but this has yet to be confirmed

Step 2: What do you already know about your existing and potential customers?

What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information	All information about existing customers comes from the Cheltenham trust
What does it tell you about who uses your service / policy and those that don't?	That some customers will be effected by reduction in temperatures etc. but that overall this would be better than removing services entirely which could be the outcome if action isn't taken now.
What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?	N/A

If not, who do you have plans to consult with about the service / policy / project?	We will continue to consult with our operators

Step 3: Assessing community impact

How does your service, policy or project impact on different groups in the community? Please outline what you are already doing to benefit this group, what you are doing that might disadvantage this group, what you could do differently to benefit the group.

People from black and minority ethnic groups

People who are male or female

People who are transitioning from one gender to another

Older people / children and young people

People with disabilities and mental health challenges

People who have a particular religion or belief

People who are attracted to their own sex, the opposite sex or to both sexes.

People who are married or in a Civil Partnership

People who are pregnant or who are on maternity leave

Other groups or communities

We are taking this action in order to reduce impact on the wider community from complete loss of services.

Step 4: What are the differences?

Are any groups affected in different ways to others as a result of the service / policy / project?	It should affect all groups equally
Does your service / policy / project either directly or indirectly discriminate?	It should not discriminate against any group specifically but may indirectly effect those customers who need higher temperatures.
If yes, what can be done to improve this?	We will look at making provision in other buildings especially during the winter
Are there any other ways in which the service / project can help support priority communities in Cheltenham?	N/A

Step 5: Taking things forward

What are the key actions to be carried out and how will they be resourced and monitored?	Key actions are to reduce energy wastage without cancelling services
Who will play a role in the decision-making process?	The Cheltenham Trust, ELT
What are your / the project's learning and development needs?	N/A
How will you capture these actions in your service / project planning?	Regular monitoring and reporting