

# Community impact assessments – for services, policies and projects

**What is a community impact assessment? ..... 1**

**Background ..... 1**

**Step 1: About the service, policy or project ..... 2**

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

**Step 3: Assessing community impact..... 3**

**Step 4: What are the differences? ..... 4**

**Step 5: Taking things forward ..... 4**

## 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

<b>Name of service / policy / project and date</b>	<b>HRA Business Plan April 2023</b>
<b>Lead officer</b>	<b>Martin Stacy</b>

<b>Other people involved in completing this form</b>	<b>CBH officers – Caroline Walker &amp; Lou Foster</b>
--	--

### Step 1: About the service, policy or project

<b>What is the aim of the service / policy / project and what outcomes is it contributing to</b>	<p>The Housing Revenue Account (HRA) Business Plan outlines broad plans for Cheltenham Borough Council's (CBC's) housing services and will set out detailed strategic aims for Cheltenham Borough Homes to deliver on behalf of CBC for a 5-year period. This 5-year plan will be incorporated into the ongoing 30-year HRA business plan model, which will provide reassurance that what CBH intend to deliver operationally is financially viable.</p> <p>A key part of developing the HRA Business Plan is ensuring the aims, outcomes and change activities contribute to and support the wider strategic aims for Cheltenham, across the key priorities of the Corporate Plan (2023-2027). This alignment across our strategies is a key mechanism for delivery of services in communities and assurance of our ability to deliver support where it is needed most</p>
<b>Who are the primary customers of the service / policy / project and how do they / will they benefit</b>	The primary customers of this HRA Business Plan are our tenants and leaseholders living in our CBC owned, CBH managed properties throughout Cheltenham.
<b>How and where is the service / policy / project implemented</b>	This business plan will be delivered and implemented by our ALMO, CBH, through the services it delivers on our behalf, and as agreed within the Management Agreement.
<b>What potential barriers might already exist to achieving these outcomes</b>	

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

<b>What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information</b>	<p>CBH regularly collects tenant insight data, which is used to inform activity on an ongoing basis but also provides insight to inform opportunities for future improvement. As a powerful starting point for the customer consultation on the HRA Business Plan, this insight has been used to shape and influence the aims and outcomes set out in this business plan.</p> <p>Customer insight was derived through a multifaceted tenant consultation on the business plan</p> <ul style="list-style-type: none"> <li>• 2 years of tenant insight data</li> <li>• 2000 tenants asked 'what can CBH do to improve'</li> <li>• 5 broad &amp; diverse focus groups</li> </ul>
---	---

	<ul style="list-style-type: none"> <li>45 tenants engaged in focus group</li> </ul>
<b>What does it tell you about who uses your service / policy and those that don't?</b>	
<b>What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?</b>	
<b>If not, who do you have plans to consult with about the service / policy / project?</b>	Consultation also took place with <ul style="list-style-type: none"> <li>24 local partners</li> <li>Ward Councillor and Cabinet members</li> <li>CBH Board</li> <li>CBH colleagues</li> <li>CBC ELT</li> </ul>

### **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

#### 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>	No, the aim of the Business Plan is to deliver positive benefit for all customers
<b>Does your service / policy / project either directly or indirectly discriminate?</b>	No, the Business Plan does not discriminate either directly or indirectly
<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>	The Business plan is focussed on delivering strong and sustainable communities in which all customers can benefit from life chances. The plan will deliver projects which aim to provide support with cost of living for the most vulnerable customers

#### Step 5: Taking things forward

<b>What are the key actions to be carried out and how will they be resourced and monitored?</b>	
<b>Who will play a role in the decision-making process?</b>	

<b>What are your / the project's learning and development needs?</b>	
<b>How will you capture these actions in your service / project planning?</b>	