



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	Policy for the operation of CCTV surveillance systems on Cheltenham Borough Council property
Lead officer	Mark Sheldon, Director of Resources
Other people involved in completing this form	Corporate Governance, Risk and Compliance Officer

Step 1 - About the service / policy / project

<p>What is the aim of the policy and what outcomes is it contributing to</p>	<p>The purpose of this policy is two fold, firstly it will be to ensure that individuals and the wider communities have confidence that surveillance cameras are deployed to protect and support them, rather than spy on them.</p> <p>The second purpose is to provide assurance that where Cheltenham Borough Council uses these complex technologies it will do so in line with the requirements for Data Protection Act 1998.</p> <p>We are seeking to improve the outcomes for people who rely on the council and in particular by supporting our Corporate Outcomes of;</p> <p style="text-align: center;">Communities feel safe and are safe Bridging the Gap' targets for cashable savings and increased income</p>
<p>Who are the primary customers of the service / policy / project and how do they / will they benefit</p>	<p>The primary Customers are;</p> <ul style="list-style-type: none"> ➤ The general public ➤ Council employees ➤ Law enforcement agencies <p>The main benefit will be as a deterrent to crime and anti social behaviour from the publicising of the use of the equipment and they way that it is operated. The ANPR equipment will reduce costs</p>
<p>How and where is the service / policy / project implemented</p>	<p>The Policy will be applied corporately and any service that installs and or uses CCTV will have to comply with its objectives and guidance.</p>
<p>What potential barriers might already exist to achieving these outcomes</p>	<p>The time and resources required to carry out Privacy Impact assessments, train staff and maintain records</p>

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

<p>What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information</p>	<p>A record is kept of the location and use of all CCTV and ANPR equipment</p>
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What does it tell you about who uses your service / policy and those that don't?	It identifies the service, Service Manager (system owner)
What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?	Consultation has taken place with GoSS HR Business Partners, Service Managers, SLT and the Corporate Governance Group
If not, who do you have plans to consult with about the service / policy / project?	There will be a further period of consultation prior to submission to Cabinet for approval



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				✓
Gender				✓
Gender Reassignment				✓
Older people / children and young people	Service managers carry out a needs assessment to ensure that CCTV systems are only installed where there is a need		Undertake a Privacy Impact Assessment	
People with disabilities and mental health challenges				✓
Religion or belief				✓
Lesbian, Gay and Bi-sexual people				✓
Marriage and Civil Partnership				✓
Pregnancy & Maternity				✓
Other groups or communities				✓

Step 4 - what are the differences

Are any groups affected in different ways to others as a result of the service / policy / project?	No
Does your service / policy / project either directly or indirectly discriminate?	No
If yes, what can be done to improve this?	N/A
Are there any other ways in which the service / project can help support priority communities in Cheltenham?	<p>Supports the Corporate Strategy objective of Strengthening our Communities by</p> <ul style="list-style-type: none"> ➤ Reducing anti-social behaviour ➤ Tackling high-profile crime <p>It also improves transparency in respect of informing the public about how we operate these systems and protect their privacy.</p>

Step 5 – taking things forward

What are the key actions to be carried out and how will they be resourced and monitored?	A needs assessment and a Privacy Impact Assessment will need to be carried out on an annual basis by the system owner
Who will play a role in the decision-making process?	Cabinet, Senior Leadership Team, Corporate Director Resources, Service managers, Customer Relations Manager
What are your / the project's learning and development needs?	All those involved in needs assessment, Privacy Impact Assessments and with the operation of equipment will need to have training
How will you capture these actions in your service / project planning?	Service managers will need to identify which staff will require training and to what level in order to comply with the law.