

COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
Corporate and Managed Services		Name: Sue Grace Job Title: Director: Customer Service and Transformation. Contact details: sue.grace@cambridgeshire.gov.uk
Service / Document / Function being assessed		
Corporate Services: Customer Service and Transformation		
Business Plan Proposal Number (if relevant)	TBC	
Aims and Objectives of Service / Document / Function		
<p>Customer Service and Transformation delivers direct contact and support to communities, as well as providing support across Cambridgeshire County Council to enable the organisation to achieve its aims. This includes:</p> <ul style="list-style-type: none"> • Contact Centre • Community Engagement • Communications • Research • Policy • Business Planning • Information Management • Service Transformation • Web & digital services • Emergency planning • Chief Executive's office • Civic Offices 		
What is changing?		
<p>As part of the Council's need to achieve significant savings, there will be a restructure within the directorate.</p> <p>The details of this are to be developed. Staff consultations, and the results of the Council's business plan consultation process, will be taken into account when doing so.</p> <p>This Impact Assessment will be developed alongside to ensure that there is a full understanding of the impact both internally and externally of the proposed changes.</p> <p>Inevitably the changes will involve a staffing reduction across the service and subsequently a reduction in the services provided to the organisation and communities in Cambridgeshire. This is not a proposal taken lightly, and is as a result of the unprecedented financial challenges facing the Council.</p>		
Who is involved in this impact assessment?		
e.g. Council officers, partners, service users and community representatives.		

The CS&T Service
The CS&T Management Team
HR support teams

What will the impact be?

Tick to indicate if the impact on each of the following protected characteristics is positive, neutral or negative.

Impact	Positive	Neutral	Negative
Age	TBC	TBC	TBC
Disability	TBC	TBC	TBC
Gender reassignment	TBC	TBC	TBC
Marriage and civil partnership	TBC	TBC	TBC
Pregnancy and maternity	TBC	TBC	TBC
Race	TBC	TBC	TBC

Impact	Positive	Neutral	Negative
Religion or belief	TBC	TBC	TBC
Sex	TBC	TBC	TBC
Sexual orientation	TBC	TBC	TBC
The following additional characteristics can be significant in areas of Cambridgeshire.			
Rural isolation	TBC	TBC	TBC
Deprivation	TBC	TBC	TBC

For each of the above characteristics where there is a positive, negative and / or neutral impact, please provide details, including evidence for this view. Describe the actions that will be taken to mitigate any negative impacts and how the actions are to be recorded and monitored. Describe any issues that may need to be addressed or opportunities that may arise.

Positive Impact

TBC

Negative Impact

TBC

Neutral Impact

TBC

Issues or Opportunities that may need to be addressed

TBC

Community Cohesion

If it is relevant to your area you should also consider the impact on community cohesion.

TBC