

Directorate / Service Area		Officer undertaking the assessment
Customer Service & Transformation		Name: Sue Grace
Service / Document / Function being assessed		Job Title: Director, Customer Service and Transformation
Business Planning proposals covering the whole of the Customer Service & Transformation Directorate		Contact details: <a href="mailto:sue.grace@cambridgeshire.gov.uk">sue.grace@cambridgeshire.gov.uk</a>
Date completed: 13 November 2015		Date approved: TBC
Business Plan Proposal Number (if relevant)		
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"> <li>• Customer Services (including contact centre and corporate reception sites)</li> <li>• Emergency planning</li> <li>• Strategic Marketing, Communication and Community Engagement</li> <li>• Business Planning</li> <li>• Research</li> <li>• Strategy and Policy (including devolution)</li> <li>• Information Management</li> <li>• Service Transformation</li> <li>• Digital Strategy and web services</li> <li>• Chief Executive's office</li> <li>• Civic Offices and Duties</li> <li>• Smarter Business Programme – rationalisation and optimisation of assets and flexible working</li> </ul>		

## What is changing?

It is proposed that to make the savings required at the same time as maintaining functions that are vital to the running of the organisation, and the provision of services to our communities, we redefine the corporate directorate. This re-definition would see “core” activities within the directorate being funded through the base revenue budget, alongside this we will be seeking GPC approval to retain funding for the transformation function within the directorate through the use of one-off resources

In essence, this means that for the base funded “core” services we have sought to deliver the savings target for 2016-17 through efficiencies and increased income / charging. The summary of savings, efficiencies and income generation proposals for Corporate Services covered within this Community Impact Assessment is as follows:

Area Affected	Description	£000s
<b>Efficiencies</b>		
Transformation teams	Removing support for these teams from the base revenue budget and supporting them in future through the use of one-off resources	£147
Consultation	Reduction in the cost of corporate consultation through changing our approach – this revised approach has already been adopted to support our consultation through the current budget setting process	£10
Senior Management	Saving achieved through the shared Chief Executive arrangement with Peterborough City Council	£100
<b>Increased Fees &amp; Charges</b>		
Research	The Research Team already generate 40% of its income towards the cost of the team this requirement is for further income to be generated to support the directorate's overall budget	£35

There are two further CIAs to cover the full range of Business Planning proposals for the directorate, these focus specifically on Blue Badges and Voluntary and Community Sector Grants.

## Who is involved in this impact assessment?

e.g. Council officers, partners, service users and community representatives.

This assessment has been completed based upon consultation and engagement with staff across the corporate directorate, and with colleagues across the rest of the Council to understand the implications for the Council services supported by the corporate directorate.

## What will the impact be?

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

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

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

For each of the above characteristics where there is an expected positive, negative and / or neutral impact, please provide details, including evidence for this view. Consider whether the impact could be disproportionate on any particular protected characteristic. 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.

<b>Positive Impact</b>
<b>Negative Impact</b>
<b>Neutral Impact</b>
<p>Because the majority of corporate services play an indirect, but nevertheless important, role in the delivery of services it assessed that these proposals themselves will have a neutral impact on the groups above.</p> <p>However, it should be noted that officers are aware of the impact on continued pressure on corporate services in supporting an organisation to deliver as effectively and efficiently as possible.</p>
<b>Issues or Opportunities that may need to be addressed</b>

## Community Cohesion

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

--

## Version Control

Version no.	Date	Updates / amendments	Author(s)
0.1	09/11/2015		Dan Thorp