

COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment	
Customer Service & Transformation		Name: Sue Grace Job Title: Director, Customer Service and Transformation Contact details: sue.grace@cambridgeshire.gov.uk Date completed: 5 January 2016 Date approved:	
Service / Document / Function being assessed			
Business Planning proposals covering the whole of the Customer Service & Transformation Directorate			
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"> Customer Services (including contact centre and corporate reception sites) Emergency planning Strategic Marketing, Communication and Community Engagement Business Planning Research Strategy and Policy (including devolution) Information Management Service Transformation Digital Strategy and web services Chief Executive's office Civic Offices and Duties Smarter Business Programme – rationalisation and optimisation of assets and flexible working 			
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
Efficiencies		
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
Increased Fees & Charges		
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.

Positive Impact
Negative Impact
Neutral Impact
<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>
Issues or Opportunities that may need to be addressed

Community Cohesion

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

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Version Control

Version no.	Date	Updates / amendments	Author(s)
0.1	09/11/2015		Dan Thorp
0.2	04/01/2016	Updated	Dan Thorp

COMMUNITY IMPACT ASSESSMENT

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
Changes to voluntary sector infrastructure contracts		Contact details: sue.grace@cambridgeshire.gov.uk
Business Plan Proposal Number (if relevant)	C/R 6.501	Date completed: 9 / 11 / 2015
		Date approved:
Aims and Objectives of Service / Document / Function		
<p>The aims of the contract are to support the Voluntary and Community Sector (VCS) to be strong and well-managed. This involves funding for VCS “infrastructure” organisations such as; the Councils for Voluntary Services, Volunteer Centres and Cambridgeshire ACRE.</p>		
What is changing?		
<p>The overall fund of £150,000 is proposed to reduce by £30,000. However, £20,000 has gone unclaimed as it required match funding for parish planning (for Cambridgeshire ACRE to support Parish Council’s to develop a community-led plan) and this has not been forthcoming both in 2015/16 and in previous years, so the only real-term reduction from 2016/17 is £10,000.</p> <p>Discussions have started with the sector about how these contracts can be aligned with the Council's recently adopted Stronger Together: The Council’s Strategy for Building Resilient Communities, and how to work with infrastructure organisations more collaboratively to achieve the best impact for the sector. Discussions are still underway and will develop as part of new 3 year contract to be introduced in Autumn 2016.</p>		
Who is involved in this impact assessment?		
e.g. Council officers, partners, service users and community representatives.		
<p>Council officers, the lead member for Localism and partner organisations who have joint Service Level Agreements with us with these organisations. The infrastructure organisations themselves have been involved in discussions with the Director of Customer Service and Transformation to start to shape the future of the infrastructure funding, and how we align this work with current Council priorities as part of the new 3 year contract.</p>		

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.

Positive Impact
The contract that is being shaped would be clearer, would encourage collaboration between organisations and with the Council and should maximise everyone's input. This should mitigate impact on any of these groups.
Negative Impact
The reduction in parish planning match funding could have had a negative impact on rural areas – but in recent years this has been an undersubscribed match fund.
Neutral Impact
The positive impact of increased collaboration between organisations and with the Council, should maximise everyone's input and ensure a neutral impact on any of these groups.
Issues or Opportunities that may need to be addressed

Community Cohesion

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

The work of the infrastructure organisations and the wider voluntary and community sector has a positive impact on community cohesion.
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Version Control

Version no.	Date	Updates / amendments	Author(s)
0.1	09/11/2015	First draft	Diane Lane / Dan Thorp
0.2	05/01/2015	Updated	Dan Thorp