

# Dacorum BC Community Impact Assessment (CIA) Template

Policy / service / decision

Customer Charter

## Description of what is being impact assessed

*What are the aims of the service, proposal, project? What outcomes do you want to achieve? What are the reasons for the proposal or change? Do you need to reference/consider any related projects?*

*Stakeholders; Who will be affected? Which protected characteristics is it most relevant to? Consider the public, service users, partners, staff, Members, etc*

*It is advisable to involve at least one colleague in the preparation of the assessment, dependent on likely level of impact*

Last year, we launched our Customer Strategy which sets out our customer vision “to put the customer at the centre of our services in order to provide a positive and effective customer experience, and to empower our staff so they can deliver consistent and quality Council services.”

To support the embedding of our Customer Strategy and our vision, we developed a Customer Charter, consisting of a series of commitments to help us get the basics right and improve our level of customer service.

Our Customer Charter outlines what we as an organisation aim to deliver for our customers and what service they can expect from us. It also sets out what we need from our customers to be able to deliver our services effectively. Detailed work has been underway to support the embedding of our Customer Charter across the organisation, the details of this can be found in the main report presented to Cabinet. This is the first step in the wider work we are doing on transformation to ensure that we get the basics right and support the behavioural change with our staff.

## Evidence

### What data/information have you used to assess how this policy/service/decision might impact on protected groups?

*(include relevant national/local data, research, monitoring information, service user feedback, complaints, audits, consultations, CIAs from other projects or other local authorities, etc.). You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.*

This forms part of our Customer Strategy which was agreed by Cabinet on 25<sup>th</sup> February 2022. We have also researched into other Local Authorities who have implemented a Customer Charter to understand the impact this had on their residents/customers and therefore ensured that we consulted with them as part of the initial design work.

We have also used data from our complaints and general feedback questionnaires from residents/customers to understand their pain points and ensure that these are addressed by our commitments.

**Who have you consulted with to assess possible impact on protected groups?** *If you have not consulted other people, please explain why? You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.*

SLT – Senior Leadership Team  
CLT – Corporate Leadership Team  
Members – Portfolio Holders  
Members of the Public

## Analysis of impact on protected groups (and others)

The Public Sector Equality Duty requires Dacorum BC to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. Consider how this policy/service/decision will achieve these aims. Using the table below, detail what considerations and potential impacts against each of these using the evidence that you have collated and your own understanding. Based on this information, make an assessment of the likely outcome, **before** you have implemented any mitigation.

- The PCs of *Marriage and Civil Partnership* and *Pregnancy and Maternity* should be added if their inclusion is relevant for impact assessment.
- Use “insert below” menu layout option to insert extra rows where relevant (e.g. extra rows for different impairments within Disability).

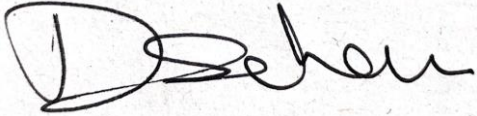
Summary of impact		Negative impact / outcome	Neutral impact / outcome	Positive impact / outcome
Protected group	<i>What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public. Who uses / will use the service? Who doesn't / can't and why? Feedback/complaints?</i>			
Age	No material impact on this protected group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability (physical, intellectual, mental)  <i>Refer to CIA Guidance Notes and Mental Illness &amp; Learning Disability Guide</i>	No material impact on this protected group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	No material impact on this protected group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>Race and ethnicity</b>	No material impact on this protected group	☐	⊗	☐
<b>Religion or belief</b>	No material impact on this protected group	☐	⊗	☐
<b>Sex</b>	No material impact on this protected group	☐	⊗	☐
<b>Sexual orientation</b>	No material impact on this protected group	☐	⊗	☐
<b>Not protected characteristics but consider other factors, e.g. carers, care leavers, veterans, homeless, low income, loneliness, rurality etc.</b>	No material impact on this protected group	☐	⊗	☐

**Negative impacts / outcomes action plan**

Where you have ascertained that there will potentially be negative impacts / outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.

<b>Action taken/to be taken</b> <i>(copy &amp; paste the negative impact / outcome then detail action)</i>	<b>Date</b>	<b>Person responsible</b>	<b>Action complete</b>
Not applicable.	Select date		<input type="checkbox"/>
	Select date		<input type="checkbox"/>
	Select date		<input type="checkbox"/>
	Select date		<input type="checkbox"/>
	Select date		<input type="checkbox"/>
	Select date		<input type="checkbox"/>
	Select date		<input type="checkbox"/>
	Select date		<input type="checkbox"/>

<b>If negative impacts / outcomes remain, please provide an explanation below.</b>	
N/A	
<b>Completed by (all involved in CIA)</b>	<b>Georgia Jeycock</b>
<b>Date</b>	<b>16<sup>th</sup> August 2024</b>
<b>Signed off by</b> <i>(AD from different Directorate if being presented to SLT / Cabinet)</i>	 <b>Diane Southam</b> Asst Director Place, Communities and Enterprise
<b>Date</b>	<b>20 August 2024</b>
<b>Entered onto CIA database - date</b>	
<b>To be reviewed by</b> (officer name)	
<b>Review date</b>	