

## Impact Assessment (IA)

<b>Name of the project, policy, service, or strategy:</b>	<b>Print Strategy</b>		
<b>Responsible officer:</b>	<b>Katrina Sykes</b>		
<b>Service Lead:</b>	<b>Asim Khan – on behalf of Head of ICT</b>		
<b>Date of assessment:</b>	<b>17/11/2023</b>	<b>Date of review:</b>	<b>31/07/2024</b>



# Introduction

## Overview

### What is an Impact Assessment?

The Impact Assessment is a tool to ensure that any policy, project, strategy, or service is assessed to consider any positive or negative impacts for all our residents with regards to equalities, health and sustainability. It is important that this is done in a timely manner and ideally it should precede the start of the project, policy or strategy concerned at Chorley Council or South Ribble Borough Council.

### Who is the Impact Assessment for?

The responsibility of conducting the Impact Assessment is with the leading officer of the policy that is being assessed, with service leads responsible for the final sign off of the assessment. Once complete and signed off, the Impact Assessments are submitted to Performance and Partnerships, who are responsible for storing, monitoring, and ensuring the quality of the assessments. The assessment tool covers both Chorley and South Ribble Borough Council.

### Why do we need to do Impact Assessments?

As Councils, we are committed as community leaders, service providers, and employers. Therefore, we will work to ensure that everybody is afforded equality of opportunity and good life chances. The Impact Assessment is a tool we use to ensure that we fulfil these commitments and thus meet our legal duties.

## Instructions

### Quick steps for completion

Follow the quick steps below when completing the Impact Assessment:

**1. Sections:** There are three sections to the Impact Assessment. These include:

- Equality impact: the impact on the nine equality strands, which include age, disability, sex, gender reassignment, race, religion, sexual orientation, pregnancy and maternity, and marriage and civil partnership. See the **Equality Framework**.
- Health and environmental impact: the impact on health and wellbeing as well as the environment.
- Reputational impact: the impact on the Councils' reputation and our ability to deliver our key priorities. Reference should be made to the Corporate Strategies.

**2. Rating and evidence:** Each section has a number of questions that should be given a rating and evidence given for why the rating has been selected. This allows us to quantify the impact. The rating key is outlined below:

Code	Description
P	Positive impact
N	Negative impact
NI	Neutral impact

**3. Actions:** Once a rating is given, actions should be identified to mitigate any negative impacts or maximise any positive impacts of the policy, project, or strategy that is being assessed.

**4. Sign off:** Once the assessment is completed, sign off is required by a Service Lead.

**5. Submit:** Once signed off, the Impact Assessment should be sent to the Performance and Partnerships Team, who will store the assessment securely and check for quality.

**6. Follow up:** Actions should be implemented and changes should be made to the policy, project, or strategy that has been assessed, with follow ups conducted annually to monitor progress.

## Information and Support

### Contact details

To submit your completed Impact Assessment or for guidance and support, please contact Performance and Partnerships at [performance@chorley.gov.uk](mailto:performance@chorley.gov.uk) or [performance@southribble.gov.uk](mailto:performance@southribble.gov.uk)

## Equality Impact

Area for consideration	P	N	NI	Evidence	Further action required
<b>What potential impact does this activity have upon:</b>					
Those of different ages?		N		<p>The Print Strategy is designed to help the councils' achieve their green agendas not specifically targeting any individual age group, however, may negatively impact older residents.</p> <p>Many elderly residents prefer their correspondence to be received by letter.</p>	<ol style="list-style-type: none"> <li>1. Print strategy training is available to Customer Service officers which includes outlining statutory requirements print to be able to support residents who want to correspond digitally and provide the right answers to those who would continue to correspond by letter.</li> <li>2. Ensure the websites are straight forward to navigate, in particular to sign up to eBilling.</li> </ol>
Those with physical or mental disability?			NI	<p>The Print Strategy may negatively impact those who have sight difficulties who struggle to read on screen.</p>	<p>The website already has accessibility tools in place.</p> <ol style="list-style-type: none"> <li>3. Ensure that website accessibility tools can be used with digital correspondence.</li> </ol>
Those who have undergone or are undergoing gender reassignment?			NI	<p>The Print Strategy has no direct impact on those who have undergone or are undergoing gender reassignment.</p>	

Those who are pregnant or are parents?			NI	The Print Strategy has no direct impact on those who are pregnant or parents.	
Those of different races?			NI	It is acknowledged that in order to ensure that digital correspondence is accessible, the right translation tools are in place to support those who cannot speak English.	The website already has a translation tool in place. 4. Ensure that translation tools can be used with digital correspondence.
Those of different religions or beliefs?			NI	The Print Strategy has no direct impact on those of different religions or beliefs.	
Those of different sexes?			NI	The Print Strategy has no direct impact on those of different sexes.	
Those of different sexual orientations?			NI	The Print Strategy has no direct impact on those of different sexual orientations.	
Those who are married or in a civil partnership?			NI	The Print Strategy has no direct impact on those who are married or in a civil partnership.	
Socio-economic equality or social cohesion?			N	The print strategy may have a negative impact on socio-economic equality as low income households may not have access to a printer, to print documents when required, for example, for ID purposes.	In exceptional circumstances, where someone wants a bill for example for ID purposes, we will consider printing.

# Health, Social and Environmental Impact

Area for consideration	P	N	NI	Evidence	Further action required
<b>What potential impact does this activity have upon:</b>					
Enabling residents to start well (pre-birth to 19)? <i>(Please consider childhood obesity, vulnerable families, and pregnancy care)</i>			NI	The Payment Strategy is not targeted at those who are under 19.	
Enabling residents to live well (16 to 65 years)? <i>(Please consider mental and physical wellbeing, living environment, healthy lifestyles, and improving outcomes)</i>	P			The Payment Strategy supports those who are digitally skilled by providing real time correspondence to their 'on the go' devices such as mobile phones and tablets.	
Enabling residents to age well (over 65 years)? <i>(Please consider social isolation, living independently, dementia, and supporting carers and families)</i>		N		The Print Strategy may negatively impact older residents. Many elderly residents prefer their correspondence to be received by letter.	Actions have been identified above.
Natural environment? <i>(Please consider impact on habitation, ecosystems, and biodiversity)</i>	P			Paper reduction prevents destruction of natural ecosystems through deforestation.	
Air quality and pollution? <i>(Please consider impact on climate change, waste generation, and health)</i>	P			Paper reduction prevents emissions of greenhouse gases through deforestation. Diverting paper waste from landfills lessens the use of fossil fuels and reduces methane gas.	
Natural resources? <i>(Please consider the use of materials and as well as transport methods and their sustainability)</i>	P			Reducing the use of paper saves trees and conserves energy used in converting those trees into paper and in transporting paper products	

<p>Rurality? <i>(Please consider the impact of those who live in rural communities, their access to services/activities)</i></p>	P		<p>The Print Strategy positively impacts rurality, because it allows residents to receive their communications in real time rather than waiting for post, which can take longer to deliver to rural communities.</p>	
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## Strategic Impact

Area for consideration	P	N	NI	Evidence	Further action required
<b>What potential impact does this activity make upon:</b>					
The Councils' reputation? <i>(Please consider impact on trust, confidence, our role as community leaders, and providing value for money)</i>	P			The Print Strategy will have an overall positive impact on the Councils' reputation because it allows the Councils to lead by example as champions of their green agenda and demonstrates to residents that they are doing what is possible to meet their green targets.	
Our ability to deliver the Corporate Strategy? <i>(Please refer to the Strategic Objectives)</i>	P			Both Councils have green targets within their corporate strategies which the Print Strategy will positively impact.	



## Impact Assessment Action Plan

If any further actions were identified through the Impact Assessment, then they should be listed in the table below:

Action	Start Date	End Date	Lead Officer
1. Print strategy training is available to Customer Service officers to be able to support residents who want to correspond digitally and provide the right answers to those who would continue to correspond by letter.	01/01/2024	31/03/2024	Anne-Louise Pugh
2. Ensure the websites are straight forward to navigate, in particular, to sign up to eBilling.	01/12/2023	30/06/2024	Katrina Sykes
3. Ensure that website accessibility tools can be used with digital correspondence.	01/12/2023	28/02/2024	Katrina Sykes
4. Ensure that translation tools can be used with digital correspondence.	01/12/2023	28/02/2024	Katrina Sykes