

## Appendix A – Impact Assessment (IA)

<b>Name of the project, policy, service, or strategy:</b>	<b>Policy for managing unreasonable customer behaviour</b>		
<b>Responsible officer:</b>	<b>Alison Wilding (Head of Customer Services)</b>		
<b>Service Lead:</b>	<b>Alison Wilding (Head of Customer Services)</b>		
<b>Date of assessment:</b>	<b>September 2024</b>	<b>Date of review:</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?			✓	No impact. The policy applies to all customers regardless of their age.	
Those with physical or mental disability?	✓			<p>The Equalities Act 2020 will be considered before the policy is applied.</p> <p>If there is evidence of physical or mental disability, we will work with relevant agencies about potential support and appropriate pathways for the customer.</p>	No further action required.
Those who have undergone or are undergoing gender reassignment?			✓	No impact. The policy applies to all customers regardless of their gender.	
Those who are pregnant or are parents?			✓	No impact. The policy applies to all customers regardless of if they are pregnant or parents.	
Those of different races?			✓	No impact. The policy applies to all customers regardless of their race. However, the policy will be published on our website where it can be translated into other formats and languages.	

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Those of different religions or beliefs?			✓	No impact. The policy applies to all customers regardless of their religion or beliefs	
Those of different sexes?			✓	No impact. The policy applies to all customers regardless of their sex.	
Those of different sexual orientations?			✓	No impact. The policy applies to all customers regardless of their sexual orientation.	
Those who are married or in a civil partnership?			✓	No impact. The policy applies to all customers regardless of if they are married or in a civil partnership.	
Socio-economic equality or social cohesion?			✓	No impact. The policy applies to all customers regardless of their socio-economic equality or social cohesion.	

# 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>			✓	No impact.	
Enabling residents to live well (16 to 75 years)? <i>(Please consider mental and physical wellbeing, living environment, healthy lifestyles, and improving outcomes)</i>			✓	No impact.	
Enabling residents to age well (over 65 years)? <i>(Please consider social isolation, living independently, dementia, and supporting carers and families)</i>			✓	No impact.	
Natural environment? <i>(Please consider impact on habitation, ecosystems, and biodiversity)</i>			✓	No impact.	
Air quality and pollution? <i>(Please consider impact on climate change, waste generation, and health)</i>			✓	No impact.	
Natural resources? <i>(Please consider the use of materials and as well as transport methods and their sustainability)</i>			✓	No impact.	
Rurality? <i>(Please consider the impact of those who live in rural communities, their access to services/activities)</i>			✓	No impact.	

## 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>	✓			By setting out a clear process to manage unreasonable customer behaviour the policy should have a positive impact on the Councils' reputation.	No further action required.
Our ability to deliver the Corporate Strategy? <i>(Please refer to the Strategic Objectives)</i>	✓			Managing unreasonable customer behaviour will allow the time we spend with our customers to be fair and balanced. This supports the Corporate Strategy priority 'healthy, safe and engaged communities' by ensuring all residents of all ages can access the services they need, physically and digitally.	No further action required.

