**Customer Impact Assessment – Community Safety team - Engagement**

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| **Name and brief description of policy being analysed** The council’s community safety team conducts community engagement to link with the residents of Fenland and deliver the objectives of the council and Community Safety Partnership (CSP). The engagements are linked to the police crime calendar (seasonal trends) and the key themes of the Fenland CSP.  This assessment also links with the objectives from the Office of the Police & Crime Commissioner. | | | | | | | |
| **Information used for customer analysis**  **Community Safety Survey**    Customers are invited to feedback about issues and concerns that directly impact them or their community. Concerns are fed back to Neighbourhood Policing Team (NPT’s), Fenland District Council (FDC) and other appropriate partners to provide support in dealing with issues raised by the complainant.  This data is compiled on a bi-annual basis and shared with the FCSP and Fenland residents.  Please find copy of the questionnaire in our EIA pack. | | | | | | | |
|  | **Could particularly benefit** | **Neutral** | **May adversely impact** | Explanations | | **Is action possible or required?** | Details of actions or explanations if actions are not possible  Please note details of any actions to be placed in your Service Plan |
| **Race** | **□** | **x** | **□** | Planning for Community Engagements includes:   * Working with statutory and third sector partners to gain knowledge of the local demographic and their needs. * Working with partners through CSP, statutory partners and third sector to provide a range of information and support to residents. * Delivering engagement events in varied locations/times to provide wider access to engagement events for residents. * A**daptations during the Covid pandemic**: Community engagement events are taking place online due to COVID social distancing regulations. These engagement events raise awareness of key safety messages.   Residents are invited to submit their questions to FDC via survey monkey and Facebook before the event and view the completed community safety videos on YouTube.   * Where future engagement activity is permissible in venues, COVID guidelines, social distancing and the appropriate PPE will be strictly adhered to. * Provision of translated material that reflect target groups as well as wider Fenland community. | | N |  |
| **Sex** | **□** | **x** | **□** | N |
| **Gender reassignment** | **□** | **x** | **□** | N |
| **Disability** | **□** | **x** | **□** | N |
| **Age** | **□** | **x** | **□** | N |
| **Sexual orientation** | **□** | **x** | **□** | N |
| **Religion or belief** | **□** | **x** | **□** | N |
| **Pregnancy & maternity** | **□** | **x** | **□** | N |
| **Marriage & civil partnership** | **□** | **x** | **□** | N |
| **Human Rights** | **□** | **x** | **□** | * Any discriminatory language or practices are not accepted by partners or participants and will be challenged. | | N |  |
| **Socio Economic** |  | **x** |  | * The engagement events support and information is free for Fenland residents to access at any time. | | N |  |
| **Multiple/ Cross Cutting** |  | **x** |  | * Venues chosen for accessibility to welcome all Fenland residents as standard, * **Online provision enables remote access.** | | N |  |
| **Outcome(s) of customer analysis**  a) Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; negative  neutral  positive **x**  No major change needed **x** Adjust the policy **□** Adverse impact but continue **□** Stop and remove / reconsider policy **□** | | | | | | | |
| **Arrangements for future monitoring:**  The community safety communication plan is reviewed quarterly to ensure relevance and effectiveness. This is audited by internal systems. | | | | | | | |
| **Details of any data/ Research used** (both FDC & Partners)**:**  Community Safety Partnership consultation and feedback  FSCP  Action Sex Discrimination Act 1975  Equalities act 2010  Race Relations Act 1976  Disability Discrimination Act 1995 Plan | | | | | | | |
| **Completed by: 18/01/2022**  **Name: Rosie Cooke**  **Position: Community Safety Projects officer** | | | | | | | |
| **Approved by** (manager signature):  **Alan Boughen**  **Community Safety Manager** | | | | | **Date published:** | | |
| **Details of any Committee approved by (if applicable):** | | | | | **Date endorsed by Members if applicable:** | | |