**Customer Impact Assessment – Community Safety Projects**

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| **Community Safety Projects** – developed and delivered with CSP partners to meet identified need in Fenland.  Aim: To raise awareness and increase resilience within the Fenland community. Linking into statutory bodies and third sector partners who share resources and disseminate key messages to the Fenland residents and offer support directly to targeted groups, i.e. children/young people, seniors, Lesbian, gay, bisexual and transgender (LGBT) & migrant communities.  The Council’s community safety team delivers community safety projects to help achieve the objectives of the council and Community Safety Partnership (CSP). The projects are linked to the key themes of the Fenland CSP.  All delivery is appropriate to the target audience and is pre-planned to ensure the communication is effectively received including to our minority or marginalised groups. This is achieved through the partnership of the CSP and links with locally based organisations. | | | | | | | |
| **Information used for customer analysis**  Feedback from participants and supporting partners is sought to measure the impact of project delivery through a variety of means:  In person, through group work, paper questionnaires, telephone/text options and on-line surveys.  The feedback is then mapped against the CSP objectives and used to shape future project planning and steer delivery that is relevant to the Fenland community. | | | | | | | |
|  | **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** | **□** | Projects deliver key themed community safety messages as identified by the Community Safety Partnership to meet local need.  Project materials are translated into a range of languages  Planning for the projects include adaptions to take into account the COVID pandemic and with adhere to the current government advice.  COVID 19 Update  During the COVID 19 pandemic Community safety projects are developed and managed in line with COVID social distancing regulations.  This includes providing virtual online sessions and remote support to projects. Where project activity is permissible to take place in person, COVID guidelines and the appropriate PPE will be strictly adhered to.  The projects raise awareness of key safety messages.   * Actively encouraging participation from marginalised groups through CSP partners and community stakeholders. * Venues chosen for accessibility * Scheduling project activity using steers from local groups with local knowledge * Provision of translated material that reflect target groups as well as wider Fenland community * Projects free at point of access to Fenland residents * Any discriminatory language or practices not accepted by project partners or participants | | 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** | **□** |  | | N |  |
| **Socio Economic** |  | **x** |  |  | | N |  |
| **Multiple/ Cross Cutting** |  | **x** |  |  | | 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:**  Community safety projects are reviewed annually to ensure compliance in relation to possible changes to legislation, regulations, and management capacity. This is audited by internal systems. | | | | | | | |
| **Details of any data/ Research used** (both FDC & Partners)**:**  FCSP  Action Sex Discrimination Act 1975  Equalities act 2010  Race Relations Act 1976  Disability Discrimination Act 1995Plan | | | | | | | |
| **Completed by: 18/01/2022**  **Name: Rosie Cooke**  **Position: Community Safety Projects officer** | | | | | | | |
| **Approved by** (manager signature):  **Alan Boughen**  **Community Safety Manager** | | | | | **Date published: 11/11/2019** | | |
| **Details of any Committee approved by (if applicable):** | | | | | **Date endorsed by Members if applicable:** | | |