SUMMARY SHEET

SUMMARY OF IMPACT ASSESSMENT SCREENING (BLANK)

Policy Customer Services Integration
Lead service Community & Customer Services
Contact person for screening process Mairi Copeland
Date of screening process 2 November 2010

Names of those involved in screening process Irene Mungall Robin Wishart Janice Goldie Mairi Copeland

Recommendations from the screening process (include total number of positive, neutral and negative impacts see Q.12-21). Any effect or possible effect on the physical environment should also be noted. (See summary at Q.23)
Race & Environmental Sustainability: a medium positive impact - monitoring of the implementation of the service will enable recording of the impact and highlight any additional actions which would be required to be implemented. **Social Sustainability:** a low negative impact - however there needs to be an awareness of the potential need for quiet/private areas for sensitive discussions. A robust communications plan will be required to ensure customers aware of availability of services in each facilitiy. A training plan will be required to ensure all staff able to deliver the required service and know when to refer to appropriate service/partner, particularly crucial in ensuring that customers receive the expected service delivery resolution. Consideration of greater mix of clients with some being more vocal than normally expected within Libraries, exposure of children and the frail to disruptive clients

Summary of actions arising from the screening process		
Actions	Responsibility	Timescale
Ensure robust monitoring and statistical information gathered	Customer Service Centre/Library Staff	On-going
Training programme	Project Team	End Feb 2011
Communications plan	Project Team	End Feb 2011

Please email the completed sheet to ImpactAssessmentScreeings@dumgal.gov.uk