

Equality Impact Assessment (EIA)

Property Management

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: PROPERTY MANAGEMENT

Assessment team leader name: CHRIS EDWARDS

Department responsible: CORPORATE AND ADULT SOCIAL SERVICES Service Area: PROPERTY SERVICES - ESTATES

Other members of assessment team:

Name	Position	Area of expertise	Comments
Steve Meynell	Chief Estates Officer	Property management	
Jim Olford	Chief Valuer	Property management	
John Lightfoot	Quantity Surveyor	Building surveying and project management	Representative on Departmental Equalities Group
Derek Jinks	Design Services Manager	Building and procurement	

Question	Response/ findings
What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	Function: Asset management, property management, acquisitions and disposals, facilities management of main administrative buildings
Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements	Estates Section within Property Services External consultants for specific tasks Contractors for building cleaning (Environmental Services)
Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?	Staff and users of Council buildings Tenants in commercial property Community associations and groups in respect of community centres and similar facilities
What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?	To manage and develop the Council's property assets in a way that maximises the contribution they make to the delivery of services to the community and meet the Council's objectives and priorities More suitable and accessible buildings, particularly main administrative buildings which will result in better access for staff and for service users
What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice. What did they tell you?	Best Value Review of Service Access Donaldsons' study of main administrative buildings Physical access issues require improvement. Too many reception areas Buildings are unsuitable for modern service delivery Large maintenance backlog
Identifying potential equality issues and factors	
Question	Response/ findings

<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>Access issues in main administrative accommodation have been addressed as far as reasonably practicable. Other than access, no known equality impact of service</p> <ul style="list-style-type: none"> • Property leases and sales (limited): advertised locally and nationally and considered on best price basis • Acquisitions: dependent on property/price
<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p>No evidence</p>
<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p>Not that affect the service</p>
<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>No</p>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>Internal satisfaction surveys Asset Management Plans: scored as 3 out of 4 for CPA Any complaints usually relate to maintenance issues which are budget dependent Other complaints arise at rent reviews/lease renewals and relate to increases in payments</p>

Question	Response/ findings
Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?	None
Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	Effect is neutral between any particular people, groups or communities

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

- what information or data you will need
- using both quantitative and qualitative data
- making sure that where possible there is information that allows all perspectives to be considered
- identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints				
Consultation and community involvement				
Performance information including Best Value				
Take up and usage data				
Comparative information or data where no local information				
Census, national or regional statistics				

Access audits or assessments such as DDA assessments				
Workforce profile	Monitored corporately including recruitment and selection			
Where service delivered under procurement arrangements – workforce profile for deliverers	Limited employment of consultants – ethnic background not monitored			
Monitoring and scrutiny outcomes				

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Estates	Appointment of consultants	No questions on equalities in tender / fee bid brief	Generally – Council's duty to promote race equality	

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	Comply with Council's duty to promote race equality: Include questions on race equality in tender documents for the appointment of external consultants
Specific	
Measurable	
Achievable	
Relevant	Council's duty to promote race equality
Timed	Ongoing – individual commissions

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2005/6	2006/7	2007/8		
<p>PROPERTY MANAGEMENT:</p> <p>Comply with Council's duty to promote race equality</p>	<p>Include appropriate equalities questions in tender documentation for the appointment of consultants</p>		<p>Ongoing on individual basis</p>	<p>Ongoing</p>	<p>Steve Meynell</p>	<p>Business Plan – monthly review</p>