

# **Equality Impact Assessment (EIA)**

Repair and Maintenance of Council Property, Excluding  
Housing, Architectural Design and Electrical Design

## **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: REPAIR AND MAINTENANCE OF COUNCIL PROPERTY, EXCLUDING HOUSING, ARCHITECTURAL DESIGN AND ELECTRICAL DESIGN

Assessment team leader name: CHRIS EDWARDS

Department responsible: CORPORATE AND ADULT SOCIAL SERVICES      Service Area: PROPERTY SERVICES –      DESIGN /

Other members of assessment team:

<b>Name</b>	<b>Position</b>	<b>Area of expertise</b>	<b>Comments</b>
Derek Jinks	Design Services Manager	Building and procurement	
Peter Thompson	Principal Quantity Surveyor	Procurement	
John Lightfoot	Quantity Surveyor	Building surveying and project management	Representative on Departmental Equalities Group

Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>Maintain and develop the Council's property portfolio including:</p> <ul style="list-style-type: none"> <li>• delivering the Council's capital building programme</li> <li>• major housing refurbishment projects</li> <li>• disabled facilities grant project to private households</li> <li>• day to day repairs, servicing and planned maintenance of Council buildings</li> <li>• erection of festive lighting</li> <li>• frontline elements: <ul style="list-style-type: none"> <li>- staff and public use most of the Council's buildings therefore any maintenance or design work can be considered 'front line'</li> <li>- for disabled facilities grant work there is a close interface between the designer and occupier for whom work is carried out</li> </ul> </li> </ul>
<p>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</p>	<p>In-house Design and Property Maintenance Teams, in-house contractor, external consultants and contractors.</p>
<p>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?</p>	<ul style="list-style-type: none"> <li>• staff in Council buildings</li> <li>• all users of Council facilities, including children and elderly people in care or day care</li> <li>• children in schools</li> <li>• disabled occupiers as part of DFG process</li> <li>• community groups</li> <li>• tenants</li> <li>• client department representatives</li> </ul>



Question	Response/ findings
<p>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?</p>	<p>To maintain and develop property assets in a way that maximises the contribution to the delivery of services to the community and Council objectives.</p> <ul style="list-style-type: none"> <li>• Maintenance policy: to maintain buildings safe and operational for all, with an acceptable environment</li> <li>• Design solutions are suitable for use by the whole community</li> <li>• Improvement: improve accessibility to existing Council buildings</li> </ul>
<p>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.</p> <p>What did they tell you?</p>	<p>Best Value Review of Service Access 2004</p> <ul style="list-style-type: none"> <li>• improvements needed to accessibility of main administrative accommodation</li> </ul> <p>Best value review of Private Sector Housing 2001</p> <ul style="list-style-type: none"> <li>• included a section on Disabled Facilities Grants</li> <li>• high level of satisfaction with service</li> <li>• timescales needed to improve</li> <li>• better performance by builders</li> </ul> <p>Comprehensive Performance Assessment</p> <ul style="list-style-type: none"> <li>• Asset Management, which includes design/ maintenance, score 3 out of 4. Absence of a firm strategy for addressing backlog maintenance</li> </ul> <p>MECAC Recommendation (1999)</p> <ul style="list-style-type: none"> <li>• to encourage more ethnic background builders to participate by advertising in their local communities</li> </ul>
<p><b>Identifying potential equality issues and factors</b></p>	
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>	<ul style="list-style-type: none"> <li>• Design and maintenance takes account of the needs of disabled users of the facilities.</li> <li>• Disabled access inspections have been carried out. Approximately £700K of outstanding improvements have been identified to date. These improvements are prioritised through the Disabled People’s Advisory Committee and Asset Management Group.</li> <li>• Festive lighting is provided for a number of faith’s festivals. For example Eide, Diwali, Baisahki and Christmas. Erection dates: consultation with MECAC (Normanton and Peartree areas)</li> <li>• DFGs 93% of customers rated the service as good or very good but no ethnic breakdown of respondents obtained (3Q 05/06).</li> </ul>
<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 or perception</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>Increased aged population may result in higher demand for DFGs.</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 evidence or perception</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>Design and Maintenance Projects - over £50K:</p> <ul style="list-style-type: none"> <li>• end user and client satisfaction surveys – questions include fitness for purpose, ease of use and operation, adherence to brief, but nothing specific on equalities</li> <li>• very few complaints – usually relate to time/cost</li> </ul> <p>DFGs</p> <ul style="list-style-type: none"> <li>• nothing specific relating to ethnicity, although responses to how well design meets need score at 93% (3Q 05/06)</li> <li>• very few complaints</li> </ul> <p>Festive lighting: a few complaints over recent years relating to unfairness:</p> <ul style="list-style-type: none"> <li>• Scottish New Year</li> <li>• lighting for other district centres</li> </ul> <p>BV Review of Service Access</p> <ul style="list-style-type: none"> <li>• customer feedback and research included issues related to accessibility which have been addressed as far as reasonably practical</li> </ul> <p>Appointment of contractors/consultants</p> <ul style="list-style-type: none"> <li>• Constructionline includes equalities questions on application forms</li> <li>• significant consultant/contractor tender exercises also includes appropriate questions on equalities</li> </ul>
<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>Building Regulations provide minimum standards for disabled access. 100% achieved for work subject to regulations. Account is also taken of DDA requirements in all schemes and major schemes are always discussed with the Council's Access Officer.</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>Positive effect, particularly for disabled users.</p>

## 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	End users/client department representatives in developing briefs for projects		Brief should identify any specific needs for groups or individuals	
Performance information including Best Value	DFG annual survey	Client department	Satisfaction levels but nothing specific in terms of equalities	Request client dept to gather ethnic background data
	Project satisfaction surveys	Client and end user	How effective the design achieves the client brief	None
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	Ongoing	Collected by service depts and co-ordinated by Access Officer	Identifies outstanding needs to be considered within design of projects as part of DDA programme	None known
Workforce profile	Collected corporately			
Where service delivered under procurement arrangements – workforce profile for deliverers	Pre-tender questionnaires  DFGs tender list invitation translated and advertised in local community centres 1999 following request of MECAC	In-house questionnaires or Constructionline	Workforce profile by external organisations working for the Council  No applications as a result of advertising campaign. DFGs now delivered under partnership arrangements	None known
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?
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Design and Property Maintenance (Buildings)	Design and Maintenance	Very low risk of differential equality impact	As detailed in Q3	None
	DFGS	As above	People with disabilities	None as part of our service, but delay in overall provision due to funding constraints
	DDA	Backlog of bringing buildings up to an accessible standard	Disabled users	Disabled users, unless other reasonable adjustments can be made, due to budget constraints

### Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	<b>DFGs: Collect data on ethnic make up of respondents to questionnaires on satisfaction with design/construction process</b>
Specific	
Measurable	
Achievable	dependent on client department
Relevant	
Timed	Request inclusion in survey April 2006

<b>Objective/Target:</b>	<b>Improve disabled access to Council property</b>
Specific	
Measurable	BVPI on access
Achievable	dependent on adequate budget
Relevant	
Timed	Ongoing, annual target March completion

## 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		
Collect data on ethnic make up of DFG respondents to satisfaction survey	Request client department to include in questionnaires		April		Derek Jinks	Business Plan - review monthly
Improve disabled access to Council buildings	1. submit budget proposals to maintain investment in consultation with Access Officer		October			As above
	2. deliver approved programme of improvements		March		Dave Highfield	As above