

Equality impact assessment

Name of policy, service or decision: Procurement and Delivery of Housing Repairs and Maintenance

Lead directorate: Directorate of Adult, Community and Housing Services

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| <p>1. Description – what is being assessed? Procurement and delivery of housing repairs and maintenance.</p> |
| <p>2. Lead officer on assessment: Paul Griffiths, Head of Investment</p> |
| <p>3. Head of service: Diane Channings, Assistant Director (Housing Services)</p> |
| <p>4. Members of assessment team: Paul Griffiths, Head of Investment Ian Gardner, Head of Construction Nigel Collumbell, Head of Housing Management Joanne Nicholls, HR Team Manager (DACHS) Saroj Norman, Strategy Manager Equality & Diversity Narinder Toor, Business Development Officer Shelley Brooks, Marcomms Senior Account Manager DACHS Catherine Ludwig, Housing Finance Manager</p> |
| <p>5. Date assessment began: 6th October 2011</p> |
| <p>Background</p> |
| <p>6. What are the aims and objectives or purposes of the policy or function/service? Dudley Metropolitan Borough Council has a statutory duty to undertake repairs and maintenance to the housing stock that it owns. The aim of the service is to deliver an efficient and cost effective repair, maintenance and improvement service to these domestic homes to ensure resident's homes are well maintained. The purpose of this EIA is to assist in the evaluation of service delivery options such as maintaining the status quo (stay as you are), externalisation, joint venture or managed solution. In particular the option recommended for further investigation by Housing Quality Network is a proposed joint venture with the private sector. All options can potentially deliver the repairs and maintenance service but the proposed joint venture is currently recommended as having the most potential for sustained growth and investment into new markets in the future.</p> |
| <p>7. Who is it intended to affect or benefit (the target population)?</p> <ul style="list-style-type: none"> • Employees • Tenants • Leaseholders • Current and potential future contractors to the Council <p>*Note: There are no immediate plans to change service standards as a direct result</p> |

Appendix 1

of the procurement, but tenants will be fully engaged with the future operation of the service to ensure that their views continue to help deliver service improvements. A further EIA would be undertaken at that stage.

8. What are the main issues relating to each protected characteristic?

Consider all three parts of the public sector equality duty:

- eliminating discrimination, harassment and victimisation,
- advancing equality of opportunity, and
- fostering good relations

The Equality Impact Assessment has been made predominantly based upon employees within Building Services, and in particular the DLO.

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| All protected characteristics | |
| Age | The age related data for Building Services is considered to reflect a balanced spread of employees' age across all age ranges and the data appears consistent with that of the latest Annual Review of Equality and Diversity 2011 April 2010 for data for the Directorate of Adult, Community and Housing Services. |
| Disability | Despite a data gathering exercise undertaken early November 2011, 51% of employees in Building Services have no data recorded for them. Further work will be undertaken to increase the data quality in this area. Summary information available records that 3.02% of the Building Services workforce have recorded themselves as 'disabled', compared with 3.5% within the Directorate of Adult, Community and Housing Services, and 2% across the Council. |
| Gender reassignment | There is no transgender or gender reassignment data available at present. |
| Pregnancy or maternity | No significant issues are apparent. There are currently 3 employees either pregnant or on maternity leave (0.005%) within Building Services. |
| Race | Data exists for 99% of employees within Building Services, and 3.91% are recorded as BME within Building Services, compared with 7.6% across the whole of the Directorate and 6.2% across the Council. |
| Religion or belief | Data is available for 70% of employees within Building Services. 16% have recorded no religion and 5% have chosen not to disclose information. |
| Sex | The data assessment has been undertaken across Building Services and as a traditionally male dominated industry the high proportion of male to female workers is consistent with national |

Appendix 1

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| | <p>and regional industry standard which is contrary to the gender split council wide of a 75% female workforce. However, when service options are explored through the competitive dialogue procurement process, or as part of future service enhancements, it is possible that the gender employee implications will revert to a higher proportion of female workers for those service areas (consistent with the Council workforce as a whole).</p> |
| <p>Sexual Orientation</p> | <p>No significant issues are apparent.</p> |
| <p>Stage 1 – evidence gathering</p> | |
| <p>Provide details of all information about the policy, service or decision which will help with the assessment. Use the headings below as reminders of what may be useful, although this not an exhaustive list.</p> <p>Equality Monitoring information There are systems in place to collect the following data for employees:</p> <ul style="list-style-type: none"> • Age • Disability • Gender • Ethnic origin • Religion/belief • Sexual orientation <p>No data is collected on transgender/gender reassignment as present</p> <p>The PSE system contains employees' personal details and reports can be produced from the system with the above information. Many employees are using Yourself and at the start of each financial year there is a requirement for all employees with access to PSE to check and update their information before they are able to proceed with using the system.</p> <p>Those employees that do not have access to Yourself within Building Services have been asked to complete an equality monitoring form. The most recent data gathering exercise of these staff was undertaken during November 2011. This information has been inputted on to the PSE system.</p> <p>Resident data is collected as part of ongoing delivery of housing services, and will be assessed as part of any review or changes to service standards.</p> <p>Engagement and customer feedback: A Communications Plan has been developed to communicate and consult with all appropriate stakeholders . Consultation with trade unions has already commenced.</p> <p>Background or comparative information: Information about the options available for the delivery of the repairs service are outlined within the Housing Quality Network report and this provides details of the range of potential and relevant procurement options open to the Council for future</p> | |

Appendix 1

service delivery, together with the relative advantages and disadvantages of each. It also provides details of their comparative usage nationally within the industry sector.

What evidence is missing? What will be done to collect it?

Service delivery options and potential for increasing the scope of the proposed repairs contract will require additional EIAs to be undertaken to address employee implications for the wider Council, and these will be undertaken throughout the project when delivery options become more certain, particularly through and during the Competitive Dialogue procurement process.

The Council does consider equality as part of its procurement processes and this is reflected in the Council's Procurement Strategy 2009-14 and the Equality in Procurement policy. However, evidence has not yet been established concerning the potential equality implications for current and future contractors of the Council, who may currently trade with the Council or have aspirations to do so in the future. Delivery of the repairs service outside of the Council will need to consider this potential impact when detailed operational implications are finalised. However, whilst it is currently considered that there will be little impact on the local or national economy, and that the planned, sustained growth of the joint venture would have a positive impact on local regeneration.

Where possible benchmarking/comparative data from other councils will be sought including:

- anecdotal info or evidence of service quality
- pre and post staffing profiles pre and 12 months post contract

Further revisions and updates of the EIA will be undertaken throughout the project. Refer to Stage 8 – Monitoring Arrangements.

Stage 2 – data analysis

Provide details of the analysis completed on the information presented at stage 1 above, identify patterns or trends and compare with other authorities, national research, census data, etc.

Progress on evaluation of data to-date is included in Stage 1, although it is noted that data gathering is not yet complete and further work will be undertaken as part of the ongoing EIA.

Stage 3 - assess the impact

Does the policy or function/service have any potential adverse impacts on particular protected groups? If so explain what they are.

Employment and staffing issues for the data assessed is highlighted in Stage 1. Any future impacts that are identified will be further explored as part of the ongoing EIA.

Stage 4 - reasons for adverse impacts

Outline the reasons identified for adverse impacts

As above

Appendix 1

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| Stage 5 - consider alternatives/mitigating actions |
| How will any adverse impacts identified be reduced or removed? Explain if it is decided that an adverse impact is unavoidable. N/A at this stage. |
| Stage 6 - test the changes |
| Detail how the mitigating actions to reduce or remove the adverse impacts were tested, piloted or consulted on and the results of this. N/A at this stage. |
| Stage 7 – decision making |
| Did the test, pilot or further consultation illustrate that the mitigating actions will be effective? What decision is recommended about the policy or service and why? How will the decision maker be briefed on the EIA? The Decision Maker will be briefed on the EIA as part of the Council's Cabinet decision making process in accordance with The Council's Constitution. There is a Project Board structure in place to manage and monitor the project. The Board has political and senior officer membership, including the Lead Member, Shadow Lead Member and Director for Adult, Community and Housing Services, the Treasurer and the Assistant Director (Housing Service). The Board meets on a bi-monthly basis. The procurement of the repairs service will take equality issues into account fully in accordance with the Council's Procurement Strategy 2009 – 2014, and procurement will comply with the Council's Standing Orders and EU Procurement Directives. |
| Stage 8 - monitoring arrangements |
| How will the equality impact of the policy or service be monitored in the future? The Assessment Team outlined in Stage 1 will continue to meet regularly to review and update the EIA throughout the project. Further equality assessments will be identified and undertaken as required, to address the flexible aspect of the procurement and service. Equality Impact Assessment is a standing item on project governance agenda and will be monitored as outlined in Stage 7 above, as well as through the Project Team and the Tender Evaluation Panel. |
| Stage 9 – action planning |

Appendix 1

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| Provide details of actions or improvements identified during the EIA. |
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| Continued data gathering and ongoing EIA, reviewed through project governance outlined in Stages 7 and 8. |
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| Ongoing work to assess any implications of TUPE (Transfer of Undertakings, Protection of Employment) for employees |
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| Date completed: |
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| Signed by assessment leader officer: |
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| Signed by assistant director/ head of service: |
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