

**Housing & Modernisation
Asset Management:
Equality Impact
Assessment for
Chargeable Repairs
Procurement : March 2022**

Section 1: Equalities Impact Assessment

Proposed policy/decision/business plan to which this equality analysis relates	Chargeable repairs which includes, responsive and planned repairs for communal, fire protection, roofing and rainwater
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Department	Housing & Modernisation	Division	Asset Management

Section 2: Brief description of policy/decision/business plan

1. Brief description of policy/decision/business plan

This equalities impact assessment relates to proposed Gateway 1 procurement strategies for chargeable repairs. This covers the following work streams;

- Communal repairs
- Fire protection
- Roofing and rainwater

The Gateway 1's and procurement programme will be planned and delivered from April 2022 to August 2023

1. The Council's Housing and Modernisation's Asset Management division is responsible for maintaining and improving the communal areas of the Council's housing stock.
2. There are circa 50k of properties with various estates and grounds across the borough.
3. Contact with residents, stakeholders and members is constant and high demand with effective communication being key to the service.
4. The Council has a number of existing term maintenance contracts that deliver;
 - a. Day to day repairs;
 - b. Planned preventative maintenance; and
 - c. Emergency call outs.
5. There are currently 4 term contracts and 1 service level agreements (SLA) in place to deliver chargeable repairs as detailed below;
 - a. One communal repairs contract (south of the borough) with BuildTrust Ltd and one SLA with the Councils Southwark Building Services
 - b. One fire protection contract who is also acting as back up for the whole borough with PRB Ltd
 - c. Two roofing and rainwater contracts, one with A&E Elkins Ltd and one with Bridgewater Roofing Ltd
6. These contracts are now outside their existing initial and extended terms. Currently these existing arrangements will be extended to allow for the procurements to be delivered and mobilised.
7. The decision maker for all of these procurements is the Strategic Director of Housing and Modernisation.

Section 3: Overview of service users and key stakeholders consulted

2. Does this work impact on staff or customers? Please provide details of how.

Communal Repairs

8. The new communal repairs contracts will impact on both staff and customers as the proposal is to secure 2 external contractors. Existing staff within SBS that are working on communal repairs will be diverted to work on day to day repairs. There will be no TUPE.
9. Residents: Both tenants and homeowners will be affected by the new contracts as communal repairs relate to windows, external doors and the communal fabric and surrounding estate areas. This will require access to their properties and on occasions may require different traffic routes on the estates in order to keep residents safe from the work area.
10. Homeowners will be impacted as they will be required to contribute to the cost of works.
11. Contractor will be affected due to the transition from old to new contracts and TUPE will apply to the existing incumbent provider – BuildTrust Ltd.
12. The local community may be affected if works are undertaken adjacent to any public walkways and roads especially where hoardings and scaffold may need to be erected. Noise from works will be kept to a minimum and be for a short duration whilst the works are completed.

Fire Protection

13. The new fire protection contracts will impact on customers. Residents safety is of paramount importance and recent fire legislation that has been introduced since the Grenfell disaster has additional requirements for the council.
14. Fire protection works can often be intrusive both in communal areas and within dwellings. Certain works may require existing appliances (sinks, bathrooms) to be temporary removed and refitted in order to carry out works. This will require access to their properties and on occasions may require different traffic routes on the estates in order to keep residents safe from the work area.
15. Homeowners will be impacted as they will be required to contribute to the cost of works some of which can be significant.
16. Contractor will be affected due to the transition from old to new contracts and TUPE will apply to the existing incumbent provider – PRB Ltd.
17. The local community may be affected if works are undertaken adjacent to any public walkways and roads especially where hoardings and scaffold may need to be erected. Noise from works will be kept to a minimum and be for a short duration whilst the works are completed.

Roofing and Rainwater

18. The new roofing and rainwater contracts will impact on customers. The Council has a wide range of roof types across the borough such as slate/ tiled pitched roofs and flat roofs. Roofs provide protection to the buildings to prevent unwanted moisture from entering. They also are essential in providing thermal insulation.
19. Roofing and rainwater works are generally done externally limiting the impact to residents within the property. There will be some requirement to access their properties to locate the problems. On occasions may require different traffic routes on the estates in order to keep residents safe from the work area especially scaffold and site set ups.
20. Good performance from contractors is essential especially in seasonal months.
21. Homeowners will be impacted as they will be required to contribute to the cost of works some of which can be significant.
22. The local community may be affected if works are undertaken adjacent to any public walkways and roads especially where hoardings and scaffold may need to be erected. Noise from works will be kept to a minimum and be for a short duration whilst the works are completed.

Key users of the department or service

Users of the service will be residents of Southwark, who are facing significant difficulties in one or more of the following areas:

- People needing independent advice and advocacy
- People impacted by welfare reform
- Lack of knowledge of basic rights and responsibilities
- Legal problems relating to access to services
- People with limited literacy, numeracy and digital skills
- People with language barriers
- People with no recourse to public funds
- People experiencing possible discrimination
- Income poverty and financial exclusion
- Lack of engagement with statutory services

Advice and advocacy will be provided in the following areas

- Housing
- Debt
- Welfare rights
- Employment
- Immigration or asylum

Data from monitoring provision of services provided through the current contracts for the period 2015 to 2021 indicated that people who fall within a number of the identified protected characteristic groups are key users of the services. However, monitoring data does not capture each of the protected characteristics. Full or partial monitoring data captures information relating to:

- Age

	<ul style="list-style-type: none"> • Disability • Race • Sex <p>There is no systematic monitoring of pregnancy and maternity, gender reassignment, marriage/civil partnership, religion/belief or sexual orientation. Information about service users falling within these protected characteristics is available where there is self-disclosure or where issues raised may directly relate to the grouping. An example of this is when pregnant women seek advice about maternity benefits or employment rights.</p> <p>The services commissioned provide access in a range of different ways. In considering how these services are commissioned account has also been taken of other services provided either directly by the council or through other commissioned programmes. A number of other services are specifically targeted at residents who fall within one or more of the protected characteristics.</p> <p>Monitoring data collated indicates there are a number of key characteristics of clients using the services.</p> <p>Approximately 72 per cent are from black and minority ethnic (BME) communities. This is significantly higher than the proportion of Southwark residents from these communities which, is closer to 50 per cent according to 2011 Census data, is closer to 50%. This level of take-up by BME communities is clearly a key factor when considering how best to commission services able to meet their needs.</p> <p>In terms of service users 4,329 out of 85,137 (number of tenants which information is held on) reported having a disability. No information is contained on homeowners.</p>
<p>Key stakeholders were/are involved in this policy/decision/business plan</p>	<p>In July 2012 a consultation event was held with key stakeholders. The purpose of this event was to consult widely with a broad a range of stakeholders before starting the process of commissioning the new services. Stakeholders involved in the event consisted of representatives from:</p> <ul style="list-style-type: none"> • The current providers of the community legal advice services • Community Action Southwark – the umbrella organisation (or Council for Voluntary Service) for the voluntary and community sector in Southwark. • Forum for Equalities & Human Rights in Southwark • Southwark Disability Forum • Voluntary sector representatives, including organisations working with people with disabilities / experiencing domestic abuse / refugees and asylum seekers • Southwark Council service areas: Revenues and Benefits, Customer Experience, Housing Operations, Adult Social Care

- Legal Services Commission
- NHS London

The broad scope of the consultation event explored the following areas:

- Understanding clients' needs
- How communities are changing
- How services are accessed
- What are the equalities issues
- Where are the gaps/duplication
- Improving services to better meet clients' needs

It aimed to ensure that stakeholder input resulted in effective mapping of services, identification of gaps and reduced the likelihood of duplication in provision.

Key messages from the event fed into the development of the commissioning plan and the service specification for the delivery of advice services.

Specific outcomes of the consultation event that have influenced the commissioning process can be categorised as those that:

- Identify needs that apply to all potential service users
- Can be grouped together as equalities related because they are linked to the needs of particular communities that fall within one or more of the protected characteristics

In the latter category, issues that were highlighted were:

- Multi-language needs
- Migrant communities' needs
- Feedback from Southwark's lesbian, gay, bisexual, and transgender (LGBT) network that agencies should be more proactive in encouraging take up of services
- Young people affected by cuts and lower take up of services by young people
- Foreign women workers

The consultation event also identified a large number of general access points to advice issues. The need for improving access to advice and the capacity to give advice has increased because of welfare reform impacts. Although these issues are not equalities specific, they do have an equalities aspect because so many service users fall within one or more of the protected characteristics groupings. A key priority of the commissioning process following the consultation event and needs analysis has been to find ways of increasing access to advice and choice for clients.

Key areas where the need to improve access and quality of provision were identified as:

- Web-based advice

	<ul style="list-style-type: none"> • Telephone advice • Outreach • Preventative work • Support to people with barriers to with accessing online services. <p>The Gateway 1 commissioning plan and subsequent service specification specifically addressed these identified needs and prioritised these services to be commissioned.</p> <p>The Gateway 1 commissioning plan which was approved in February 2013 also set out that there would be a service package which would ensure provision of advice in community languages.</p>
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Section 4: Pre-implementation equality analysis

<p>Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).</p>
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>
<p>23. Potential negative impacts are the costs (repairs, maintenance, refurbishments and upgrades) of the assets due to lower income levels;</p> <p>24. Potential positive impacts include safe, thermal efficient homes and safe clean estates; and</p> <p>25. Engagement (accessibility of repairs advice and services, being informed, included and supported).</p>
<p>Equality information on which above analysis is based</p>
<p>Organisations' equality & diversity policies Monitoring data collected relating to age profile of residents Monitoring information from other programmes</p>
<p>Mitigating actions to be taken</p>
<p>26. Cost for tenants is included within their rent payments. Cost to homeowners is collected annually on completion of the works and provides certain repayment mechanisms.</p> <p>27. Cost for homeowners is in accordance with the lease, homeowners are charged on an estimated basis before the start of the financial year, with four quarterly payments due on 1 April, 1 July, 1 October and 1 January each year. The service charge for each year is actualised following the end of the</p>

financial year, with the actual service charges being issued in September of the following financial year. Any debit on the actualisation is due within 30 days of the invoice date. In order to assist homeowners the Council issues the estimated charges in February each year, allowing for at least 6 weeks for the leaseholder to make appropriate payment arrangements and to raise any concerns with the invoice. Leaseholders can then opt to pay in 12 monthly instalments rather than on the quarter days. If the actualisation leads to a large debit then leaseholders can arrange to pay this in monthly instalments over the remainder of the financial year.

28. Where grant funding is obtained costs attributed to homeowners will be reviewed on a case by case basis.

29. Specifications will be reviewed for new building safety requirements and products which are sustainable and provide the best thermal efficiency. Any new providers will have to meet specification demands for Resident Liaison Officers (RLO) and a Freephone helpline to assist in managing repairs.

30. Providers will operate to equal opportunities, diversity and safeguarding policies. Fairer Future requirements will also be built in to specifications and monitored quarterly.

31. Helplines by both in-house and external agencies advising on financial support, benefit calculators and Stepchange.

Disability - A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Possible impacts (positive and negative) of proposed policy/decision/business plan

32. Potential negative impacts are the costs (repairs, maintenance, refurbishments and upgrades) of the assets due to lower income levels;

33. Potential positive impacts include safe, thermal efficient homes and safe clean estates; and

34. Engagement (accessibility of repairs advice and services, being informed, included and supported).

Equality information on which above analysis is based

Organisations' equality & diversity policies
 Monitoring data collected relating to vulnerability profile of residents
 Monitoring information from other programmes

Mitigating actions to be taken

35. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31

36. Providers will be required to support people with disabilities to ensure access for;

- People with physical and mental disabilities
- People with sensory impairment
- People with limited literacy, numeracy and digital skills.

37. The web repair portal will be required to meet accessibility standards.

38. Providers will be required to provide advice and assistance at the appropriate level to people with disabilities to ensure they can access the service and works carried out. Close co-operation with Resident Services will be undertaken to identify individuals as part of any mobilisation.

39. Providers will be required to provide ongoing monitoring data on take-up of services against this protected characteristic. They will be required to address any significant areas of under-representation if deemed relevant.

40. Where appropriate social value demands will require providers to commit to work experience and job opportunities.

Gender reassignment - The process of transitioning from one gender to another.

Possible impacts (positive and negative) of proposed policy/decision/business plan

41. Potential negative impacts are the costs (repairs, maintenance, refurbishments and upgrades) of the assets due to lower income levels;

42. Potential positive impacts include safe, thermal efficient homes and safe clean estates; and

43. Engagement (accessibility of repairs advice and services, being informed, included and supported).

Equality information on which above analysis is based.
Organisations' equality & diversity policies Resident profiling data where it was applicable.
Mitigating actions to be taken
44. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31

Marriage and Civil Partnership - In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples and must be treated the same as married couples on a wide range of legal matters. (Only to be considered in respect to the need to eliminate discrimination).
Possible impacts (positive and negative) of proposed policy/decision/business plan
45. None.
Equality information on which above analysis is based
Organisations' equality & diversity policies Monitoring data is not collected relating to marital status or civil partnership.
Mitigating actions to be taken
46. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31
47. Marriage and civil partnership status is not routinely monitored amongst service users.

Pregnancy and maternity - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Possible impacts (positive and negative) of proposed policy/decision/business plan
48. Potential negative impacts are the costs (repairs, maintenance, refurbishments and upgrades) of the assets due to lower income levels; and 49. Potential positive impacts include safe, thermal efficient homes and safe clean estates.
Equality information on which above analysis is based
Organisations' equality & diversity policies Resident profiling data where it was applicable.
Mitigating actions to be taken
50. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31. 51. Where appropriate social value demands will require providers to commit to work experience and job opportunities and provide flexible working for pregnant mothers.

Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.
Possible impacts (positive and negative) of proposed policy/decision/business plan
52. Potential negative impacts are the costs (repairs, maintenance, refurbishments and upgrades) of the assets due to lower income levels; 53. Potential positive impacts include safe, thermal efficient homes and safe clean estates; and 54. Engagement (accessibility of repairs advice and services, being informed, included and supported).
Equality information on which above analysis is based

Organisations' equality & diversity policies
Monitoring data collected
Monitoring information from other programmes
Resident profiling

Mitigating actions to be taken

55. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31.
56. Providers will have access to language translation services.
57. Providers are required to monitor race for all service users.
58. They will be required to address any significant areas of under-representation if deemed relevant.
59. Where appropriate social value demands will require providers to commit to work experience and job opportunities and career information.
60. Southwark Stands Together (SST) is a commitment from the council to stamp out racism and inequality. Each provider will be evaluated on equality and diversity and monitored throughout the life of the contract.

Religion and belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Possible impacts (positive and negative) of proposed policy/decision/business plan

61. Potential negative impacts are the costs (repairs, maintenance, refurbishments and upgrades) of the assets due to lower income levels;
62. Potential positive impacts include safe, thermal efficient homes and safe clean estates; and
63. Engagement (accessibility of repairs advice and services, being informed, included and supported).
64. Works being done though religious calendar events.

Equality information on which above analysis is based
Organisations' equality & diversity policies Monitoring data collected Monitoring information from other programmes Resident profiling
Mitigating actions to be taken
65. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31.
66. Working through religious calendar events will be kept to the minimum except for emergency work..

Sex - A man or a woman.
Possible impacts (positive and negative) of proposed policy/decision/business plan
67. Potential negative impacts are the costs (repairs, maintenance, refurbishments and upgrades) of the assets due to lower income levels; and 68. Potential positive impacts include safe, thermal efficient homes and safe clean estates.
Equality information on which above analysis is based
Organisations' equality & diversity policies Monitoring data collected Monitoring information from other programmes Resident profiling
Mitigating actions to be taken
69. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31.

<p>Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes</p>
<p>Possible impacts (positive and negative) of proposed policy/decision/business plan</p>
<p>At the stakeholder consultation event in July 2012 it was highlighted by the LGBT network that agencies should be more proactive in encouraging take up of services. There is no monitoring of sexual orientation of service beneficiaries on an ongoing basis as this is an area of sensitivity.</p> <p>In relation to staff, see under 'age.'</p>
<p>Equality information on which above analysis is based</p>
<p>Organisations' equality & diversity policies Monitoring data collected Monitoring information from other programmes e.g. Community Capacity programme Feedback from stakeholders Analysis of impacts of Welfare Reform (Southwark Council, Corporate Strategy unit)</p>
<p>Mitigating actions to be taken</p>
<p>70. Mitigation on use and costs as detailed above under "Age" – paragraph 26 to 31.</p> <p>71. They will be required to address any significant areas of under-representation if deemed relevant.</p>

Section 5: Further actions and objectives

5. Further actions			
Based on the initial analysis above, please detail the key mitigating actions or the areas identified as requiring more detailed analysis.			
Number	Description of issue	Action	Timeframe
1	Costs (repairs, maintenance, refurbishments and upgrades)	Review of payments for large homeowner bills on installation	Ongoing
2	Under representation of Black, Asian, Minority and Ethnic groups within the providers workforce	Embed FFPF values within specification targets Equalities and diversity questionnaires at tender stage Social value commitments and proposals	On completion of tender and at annual performance reviews to the successful providers.

5. Equality objectives (for business plans)				
Based on the initial analysis above, please detail any equality objectives that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan.				
Objective and measure	Lead officer	Current performance (baseline)	Targets	
Social value TOMS	Head of Service (Christine Bramman)	N/A	Annual performance reviews	Delivery of TOMS