

Cabinet Supplementary Information



Date: Tuesday, 5 December 2023

Time: 4.00 pm

Venue: The Council Chamber - City Hall, College Green, Bristol, BS1 5TR

22. Barton House Emergency Evacuation

(Pages 2 - 27)

Issued by: Amy Rodwell, Democratic Services
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Date: Tuesday, 28 November 2023





Decision Pathway – Report

PURPOSE: For noting

MEETING: Cabinet

DATE: 05 December 2023

TITLE	Barton House – Emergency evacuation	
Ward(s)	Lawrence Hill	
Author: Paul Sylvester	Job title: Head of Housing Options	
Cabinet lead: Cllr Kye Dudd, Cabinet Member for Housing Services and Energy	Executive Director lead: John Smith, Interim Executive Director Growth and Regeneration	
Proposal origin: BCC Staff		
Decision maker: Cabinet Member Decision forum: Cabinet		
<p>Purpose of Report: To note an urgent key decision taken by the Chief Executive to authorise cumulative spend of up to £2.6M to support the emergency evacuation of Barton House and entering into a contract with Holiday Inn in respect of accommodation to be provided and any other contracts required to support and progress the emergency evacuation of Barton House</p>		
<p>Evidence Base</p> <p>1. Background</p> <p>Barton House is a tower block of 14 stories, built in 1958. The block had previously been identified as requiring fire safety remedial works to replace the external cladding and to add fire sprinklers. A waking watch has also been deployed in the block since May 2022.</p> <p>A peer review of an earlier structural survey, undertaken by Arup in November 2023, highlighted a risk of a fire, explosion or impact having the capability to cause progressive collapse within the building due to structural failure.</p> <p>This report, in a departure from the previous assessments taken, linked the risk of progressive structural collapse resulting from a fire within a single flat and it was considered the consequence of this risk was significant enough to justify the decision to emergency decant.</p> <p>As a result of this risk, the decision was taken on 14/11/2023 to undertake an emergency temporary decant. The emergency temporary decant required the urgent provision of emergency accommodation for the tenants, including the use of hotels and other private sector accommodation. In addition to temporary accommodation costs, the council put in place arrangements to provide regular meals and transportation for those impacted by the temporary decant, as well as additional security measures around the building.</p> <p>Further costs around home loss payments, void loss from the units affected, and any other compensation may also arise should a decision be required to decommission the building following receipt of further detailed analysis of the building structure.</p> <p>Self contained serviced apartments are being secured for tenants/family members with vulnerabilities and additional</p>		

needs which make staying in hotels very difficult.

2. Summary of key actions to date

The one city emergency response has been focussed on finding accommodation for the residents of Barton House and providing services and support to residents in this difficult time. A range of Council services and partner organisations have come together to deliver this co-ordinated response:

- Residents who could not stay with friends and family were provided accommodation in one of 3 hotels in Central Bristol, with most residents in the Holiday Inn
- From Tuesday 21st November, all residents had moved to the Holiday Inn, where:
 - Meals (full board) are provided, as well as packed lunches for children.
 - Residents can park for free at the hotel.
 - Laundry service is provided.
 - BCC staff are at the hotel during the day to support residents.
- Taxis are provided free of charge for essential journeys, e.g taking children to school.
- Further detailed surveys are being carried out at properties in Barton House

3. Summary of contract with hotel

Once the initial phase of the emergency evacuation had passed, we were able to assess the situation and the best option for the tenants who were displaced was assessed to be the provision of rooms with catering and other specialist support at a single city centre hotel. On this basis we undertook negotiations with the Holiday Inn with a view to securing appropriate emergency provision and this led to a contact being agreed.

The contract with the hotel will account for the majority of the spend during this emergency response. We have entered into a contract with the Holiday Inn and have block booked 96 rooms, with full board provided until 31st January 2024. The length of this contract is a precautionary measure to ensure a responsible approach is in place should the temporary decant of the building be extended beyond the short-term. There is the option of stepping down use of rooms.

The additional key Terms and Conditions are:

- BCC to pay for laundry and car parking.
- Security guards to be provided for residents' safety at BCC expense. Number of security guards to be agreed between Holiday Inn and BCC and reviewed on a fortnightly basis.
- Standard clauses around guest behaviour and the hotels right to remove guests who do not adhere to this.
- BCC responsible for damages and dilapidations, taking into account fair wear and tear.
- BCC to have adequate public liability insurance for its employees and contractors.

We are having daily point of contact meetings with the hotel to ensure there are clear lines of communication, to monitor issues and feedback from residents and ensure agreed actions are completed.

In order to authorise entering into the contract and spend on the above an urgent key decision was needed and as this could not wait until the next Cabinet meeting, it was taken by the Chief Executive. Before taking the decision, and in compliance with the provisions of the Council's constitution the Chief Executive consulted with the Monitoring Officer, the Chief Finance Officer, the Mayor, the relevant Cabinet Member and the relevant scrutiny chair.

4. Financial analysis

The following financial analysis of actual costs to date and forecast costs covers the period 14/11/2023 to 31/01/2024:-

Accommodation	Families	Invoiced (£000's)	Forecast (£000's)	Total (£000's)
Holiday Inn	96			
Guest Rooms		26.4	594.2	620.5
Function Room		10.0	144.0	154.0
Subsistence		45.3	569.0	614.3
Security & Parking		17.1	920.4	937.5
Guest Laundry			45.6	45.6
Cleaning			10.3	10.3
Clayton Hotel	19			
Guest Rooms		17.7		17.7
Leonardo Hotel	19			
Guest Rooms		14.5		14.5
Serviced Accommodation	15		221.8	221.8
Disturbance Payments	14	6.1	39.3	45.4
Security At Barton House				
Additional Waking Watch			104.2	104.2
Temporary Fire Alarms			250.0	250.0
Building Surveys			165.6	165.6
Removal Costs		3.0	7.0	10.0
Taxis		1.1	15.4	16.5
Contingency			308.7	308.7
		141.1	3,395.4	3,536.5

Accommodation

In order to ensure that all families could be accommodated at the point of evacuation, rooms were block booked at three hotels. The Clayton Hotel and Leonardo Hotel are no longer being utilised as 96 rooms have now been secured at the Holiday Inn for a lower nightly room rate. During their period of stay at these hotels, guests were provided with meals at the Holiday Inn.

On the 20th of November, a contract was signed with the Holiday Inn which secure the 96 rooms until the 31st of January. Included within the contract is provision for breakfast, lunch (including packed lunch) and evening meals in the function room, as well as laundry services. There is also a clause stipulating that rooms, corridors and the function room will be deep cleaned once tenants have checked out of the hotel. These costs are to be met by BCC.

To keep residents safe and in response to some instances of anti-social behaviour, security has been arranged by the hotel, with one security guard for each of the three floors occupied, two within the function room, and one at the hotel entrance. There is the ability to review the level of security required on a regular basis and stand down some guards when deemed safe and appropriate to do so.

The financial assessment is based on the maximum contract period as follows:

96 rooms will be fully utilised until 14th January 2024, reducing to 64 rooms and then 32 rooms from 28th January with the contract ending two weeks later.

A number of households have elected to stay with friends or family rather than utilising the hotel provision. However, should these arrangements end, further capacity has been added through the provision of up to 15 service accommodation units. Circumstances will be assessed on an individual basis and appropriate accommodation provided on a case by case basis. The Executive Decision taken as detailed in this report provides capacity to accommodate all tenants living in Barton House at the time of the temporary decant.

Disturbance Payments

As mentioned above, 14 households have elected to stay with friends and family. As a result, these households are entitled to disturbance payments at the following rates: -

Household Composition Element	Nightly Rate
Head of Household	£35
Each Additional Adult	£12
Per Child Over 1 Year	£10
Per night for Kennel/Cattery	£10

To date, a total of £6k has been paid to 14 households for a period of 10 nights. Although additional capacity has been secured to move these households into hotel or serviced accommodation, and it is expected there will be some movement, it is not possible to determine exactly who will move and when. The Executive Decision taken as detailed in this report puts aside sufficient financing to continue these payments at the current level until 31st January 2024 if required.

Security At Barton House

Additional waking watch costs have been planned. Although the building is largely empty, the risk of fire remains, however with less people in the building, the opportunities of discovering a fire are greatly reduced, therefore the need to increase the waking watch. The enhanced patrols will be in place until such time as fire alarms are installed and operational.

Building Surveys

These are the costs associated with undertaking the required additional intrusive building surveys, as well as the appointment of a specialist concrete breaking out contractor, necessary to minimise damage to the fabric of the building, and concrete scanners and operatives. The anticipated value of these surveys is £145k, with a further £21k set aside for potential Legionella checks.

Removal Costs

Costs associated with the removal and storage of residents' possessions from those units that have been identified for further intrusive testing. Agreed costs are £1,000 per unit, with a total of three units having already been emptied, and a maximum of a further seven estimated.

Taxis

Limited data on taxi fares incurred is available at the time of writing, with only five days of data available. However, the analysis undertaken identifies that the journeys booked are regular and consistent, and sufficient to estimate the average number of journeys taken per day (17), and the average cost per journey (£14.80). This has then been extrapolated to the 31st January 2024,

Contingency

Set at 10% of all forecast costs.

Cabinet Member / Officer Recommendations:

That Cabinet:

1. Note
 - a) the urgent key decision taken on 23 November 2023 as outlined in this report and attached at Appendix A
 - b) that reprioritisation of HRA budgets will be required to accommodate the spend.
 - c) That over the next month work will be undertaken to determine more accurately the spend required,

and the likely period of time over which it is required, once further surveys have been conducted on the building affected.

- d) Cabinet authority will be sought if required in accordance with the decision pathway process.
- e) The arrangements that are ongoing to support the Tenants who have been displaced and in particular Vulnerable households.

Corporate Strategy alignment: HC1 Housing Supply. Ensure the affordability, availability, diversity and sustainability of housing for all.

City Benefits: One city approach to ensure that residents are supported in an emergency

Consultation Details: N/A

Background Documents:

[Officer Executive Decision published 24 November 2023](#)

[Mayor's Executive Scheme of Delegation \(bristol.gov.uk\)](http://bristol.gov.uk)

Revenue Cost	£ 3,538,373	Source of Revenue Funding	HRA reserves, one off
Capital Cost		Source of Capital Funding	
One off cost <input type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice: As well as noting the urgent key decision, this report also seeks to further address the cost implications of the evacuation of Barton House.

The initial key decision amount of £2.6m was an estimate of the value of the Holiday Inn contract, and other identified but at the time unquantified costs. Upon undertaking further due diligence with service managers, the costs now estimated exceed the original decision amount by circa £0.9m.

It should be noted that at this point a number of assumptions have necessarily been made around levels of room occupation and security levels, the main drivers behind these costs. Actual spend will be monitored against these assumptions in the coming weeks, which will enable estimates to be further refined and firmed up. If during this time there are clear indications the £2.6m will be insufficient, then a further decision paper may be required for additional amounts.

No savings to fund this spending have been identified in relation to the evacuation of Barton House. These costs will therefore need to be met from HRA reserves.

Using reserves to fund these costs will have a negative impact on the HRA 30 year Business Plan and it's ability to deliver on ambitions. It will therefore be necessary to review all non-committed spend within the Business Plan, to ensure it is able to accommodate these costs and remain compliant, fully funded and affordable.

Finance Business Partner: Martin Johnson – Interim Finance Manager Housing and Landlord Services 24 November 2023

2. Legal Advice: The report notes an urgent key decision taken to support arrangements in relation to the emergency evacuation of Barton House. This decision was taken in accordance with the Council's constitutional requirements. The procurement process must be conducted in line with the 2015 Procurement Regulations and the Council's own procurement rules. Legal services will advise and assist officers with regard to the conduct of the procurement process and the resulting contractual arrangements.

Legal Team Leader: Husinara Jones, Team Manager/Solicitor 24 November 2023

3. Implications on IT: I can see no implications on IT in regard to this activity.

IT Team Leader: Alex Simpson Lead Enterprise Architect 27 th November 2023		
4. HR Advice: Services across the Council are involved in the response to this emergency. Risks assessments are in place to ensure staff are working safely. HR and Health and Safety Teams are providing ongoing advice about working arrangements, health and wellbeing and measures that can be put in place to support staff		
HR Partner: Celia Williams, HR Business Partner 27 November 2023		
EDM Sign-off	John Smith, Interim Executive Director Growth and Regeneration	28 th November 2023
Cabinet Member sign-off	Cllr Kye Dudd, Cabinet Member for Housing Services and Energy	28 th November 2023
For Key Decisions - Mayor's Office sign-off	Mayor's Office	28 th November 2023

Appendix A – Further essential background / detail on the proposal Officer Executive Decision	YES
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	NO
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	NO
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO

Officer Executive Decision Form – Urgent key decision



DECISION DETAILS:

1. **Subject:** Emergency expenditure required to support tenants in a crisis situation at Barton House.

2. **Full details of the decision taken:**

Authorise:

- a) the Executive Director, Growth and Regeneration to enter into a contract with Holiday Inn in respect of accommodation to be provided and any other contracts required to support and progress the situation.
- b) cumulative spend of up to £2.6m for which there is no budgetary provision in relation to the emergency evacuation of Barton House and the elements of spend set out above.

To note:

- c) that reprioritisation of HRA budgets will be required to accommodate the spend.
- d) over the next month work will be undertaken to determine more accurately the spend required, and the likely period of time over which it is required, once further surveys have been conducted on the building affected.
- e) further Cabinet authority will be sought if required

3. **Monetary value involved (if any):** up to £2.6 million

4. **Contract number (if applicable):**

5. **Reason for identifying as an Urgent Key Officer Executive decision:**

Decisions need to be taken immediately and cannot wait until the next Cabinet meeting. Further information will be provided on spend at the next Cabinet meeting.

6. **Date of decision:** 23 November 2023

7. Reasons for the decision:

Barton House is a tower block of 14 storeys, having been constructed in 1958. The block had previously been identified as requiring fire safety remedial works to replace the external cladding and to add fire sprinklers. A waking watch has also been deployed in the block since May 2022.

A peer review of an earlier structural survey, undertaken by Arup in November 2023, highlighted a risk of a fire, explosion or impact having the capability to cause progressive collapse within the building due to structural failure.

As a result of this risk, the decision was taken on 14/11/2023 to undertake an emergency evacuation of the building.

The emergency evacuation requires the provision of emergency accommodation for the tenants, including the use of hotels, void sheltered accommodation, guest houses and private sector landlords. In addition to this, there are costs associated with providing hot meals and transportation to those affected during the initial move out as well as additional security measures around the building.

Further costs around home loss payments, void loss from the units affected, and any other compensation may also arise.

The decision is to spend on the above items up to a cumulative total of £2.6m.

Consultees:

Mayor Marvin Rees

Cllr Craig Cheney, Deputy Mayor and Cabinet Member, City Economy, Finance & Performance

Cllr Geoffrey Gollop, Chair, Resources Scrutiny Committee

Denise Murray, Director of Finance/S151 Officer

Tim O’Gara, Monitoring Officer

John Smith, Executive Director of Growth and Regeneration

8. Details of alternative options considered and rejected:

Option 1 – not proceed with emergency spend – would not address urgent need to evacuate and rehouse residents.

Option 2 – reduced spend – not considered appropriate given the impact on residents of being evacuated.

9. Financial implications:

There is currently no budgetary provision within the HRA to fund the costs identified above, and any as yet unidentified costs arising.

During discussions with the council's insurers, Zurich, it was confirmed by them that as no insurable event had actually occurred, then the Business Continuity Material Damage Proviso within the policy will not be activated. We are therefore unable to recover any such costs through our insurers. We are currently exploring whether or not the council could make a claim through the Bellwin Scheme.

Any capital costs incurred to, for example, accelerated void works to house tenants, are unlikely to be covered under either option due to the fact that:-

- 1) an incident has not actually occurred requiring capital spend, so insurers will not cover this;
- 2) capital provision already exists within the council's spend plans to bring void properties back into use, and as per the Bellwin Scheme guidance, expenditure that is not additional to what the authority would normally expect to incur will not be eligible.

In addition, per the Bellwin Guidance, expenditure will not be eligible ... *in an area for which there is already a government expenditure programme, such as maintenance of law and order or housing safety and maintenance...* If any such costs do arise, we would need to ascertain if they could be covered by any available grant funding.

A cost centre has been created within the HRA ledger to record these costs. Where practicable, a PO will need to be raised and approved before spend occurs.

Given the fluid and emerging nature of this issue, it has not yet been possible to accurately determine cost estimates for each of the identified areas of spend. Over the coming month as the position becomes clearer, detailed and robust cost estimates will be collated so that a budget requirement can be calculated. This process has already started.

Once the budget position is known, if necessary further key decisions in line with the decision pathway will be taken.

Reprioritisation of HRA budgets will be required to accommodate any spend. Forecast underspends within the HRA will be reviewed, and where appropriate virements requested. Should the expected costs of the emergency evacuation exceed expected savings during the remainder of the financial year, a drawdown from reserves will be required. There are currently sufficient reserves to absorb this, however over the longer term should this be required, then the necessary adjustments will need to be made within the 2024/25 HRA business plan to protect the reserves position.

10. Legal powers and implications:

There are no direct legal implications in respect of the decision that is requested. Any contracts that are entered in to will need to be compliant with procurement rules and regulations. Legal advice has been and will be provided separately as needed.

Nancy Rollason
Head of Legal Services
18th November 2023

11. Climate change and environmental implications:

None

12. Risk management:

The risk management unit will advise and assist officers regarding necessary risk improvement initiatives and processes to keep the council's exposures as low as possible.

13. Equality implications:

Due to the emergency nature of the incident, assessment of equality impacts have been dynamic and a regular consideration for the Incident Management Team and Strategic Coordinating Group. From data and experience we know that there are specific needs relating to age, disability, pregnancy and maternity, race, and religion or belief. This has informed tactical decisions including health and social care referrals, the regular provision of translated communications, direct resident engagement by Community Development Officers, the provision of appropriate food and more.

There is a risk of disproportionate impact on certain groups and mitigations are already in place and continue to be developed as part of a formal Equalities Impact Assessment. However, the potential harm of such impacts is considered to be outweighed by the increased risk to life presented had the block not been evacuated.

Ongoing regard is being given to:

- i) Eliminating discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
- ii) Advancing equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to:
 - i. Remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
 - ii. Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
 - iii. Encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- iii) Fostering good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to tackle prejudice; and promote understanding.

14. Corporate implications:

Tenants have already been decanted from the building and are currently residing in a mix of hotel, bed and breakfast, rented accommodation, as well as some being accommodated by friends and family. These costs will need to continue until such time as tenants are either rehomed on a more permanent basis or are allowed to return to their homes in Barton House.

Priority will be given to re-homing tenants on a more permanent basis in order to avoid as much as possible the use of expensive short term accommodation.

15. Any conflict of interest declared by a Cabinet Member consulted by the officer taking the decision, together with a note of any dispensation granted by Audit Committee in relation to the conflict of interest (if applicable):

None

Name: Stephen Peacock, Chief Executive

Signed: 

Date: 23 November 2023

Consultees

Name: Mayor Marvin Rees

Signed: 

Date: 24 November 2023

Name: Cllr Craig Cheney, Deputy Mayor and Cabinet Member, City Economy Finance & Performance

Signed: 

Date: 22 November 2023

Name: Cllr Geoffrey Gollop, Chair, Resources Scrutiny Committee

Signed: Approved via email

Date: 22 November 2023

Name: Denise Murray, Director of Finance/S151 Officer

Signed: 

Date: 22 November 2023

Name: Tim O’Gara, Monitoring Officer

Signed: 

Date: 22 November 2023

Name: John Smith, Executive Director of Growth and Regeneration

Signed: 

Signed:

Date: 23 November 2023

Equality Impact Assessment [version 2.10]



Title: Housing and Landlord Services – Equality Impact Assessment for the evacuation and mitigations in place following the decant of residents from Barton House	
<input checked="" type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input checked="" type="checkbox"/> Changing
Directorate: Growth and Regeneration	Lead Officer name: Fiona Lester
Service Area: Housing and Landlord Services	Lead Officer role: Head of Housing Management and Estates

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

Background

Bristol City Council (BCC) decided to temporarily evacuate residents from Barton House tower block on Tuesday 14 November 2023. Initial surveys were undertaken on the building and these surveys flagged some concerns about the construction of the building. A further desktop peer review of the initial findings was undertaken in November 2023. This review highlighted a further risk from fire due to the failure to construct the building in accordance with the original building design. The risk identified centres around the possibility of a fire, explosion or impact having the capability to cause collapse within the building due to structural failure. BCC took a cautious but sensible approach and immediately asked all residents in the block to evacuate the building for health and safety purposes. this risk was significant enough to justify the decision to emergency decant.

BCC’s main priority is to keep residents safe and housed. Security arrangements were put in place to ensure that their homes and belongings are kept safe whilst residents are away from the property. The main response has been coordinated by Housing and Landlord Services, Emergency Preparedness, and Resilience and Response teams at BCC. Community champions, Housing Officers and Community Development officers continue to receive daily updates and have a physical presence with residents to regularly update on the situation.

Barton House was built in 1958 and is the oldest high-rise block in the city. It is located in Barton Hill which is in the Lawrence Hill ward. There are just over 260 registered residents living in Barton House tower block from diverse backgrounds and communities. Barton House is a council owned property meaning that Bristol City Council are the landlord.

Timeline of events

14 November 2023 – The decision was made by Bristol City Council to evacuate Barton House. Staff from Housing Management and Estates with support from Emergency Preparedness, Resilience and Response team door knocked all properties in Barton House and told residents to evacuate the building and to seek overnight accommodation with family and friends, attend a rest centre or were moved into one of three hotels.

15 November 2023 – Housing Management and Estates staff worked with residents to book them into hotel accommodation and continued to try and contact residents who we had been unable to make contact with.

16 November 2023 – BCC continued to try and contact those residents who we had not been able to make contact with. Welfare checks were completed by Housing Officers (HOs) and the Community Development team. HO's also attended mealtimes at the Holiday Inn to communicate with residents on emerging developments.

17 November 2023 – The same activities as the 16th of November were repeated.

18 and 19 November 2023 – HO's and Community Development continued to undertake welfare checks with residents and attend mealtimes at the Holiday Inn.

21 November 2023 – BCC reached an agreement with the Holiday Inn who can continue to supply accommodation until 31 January 2024 (as required) whilst surveys on Barton House are being undertaken. 93 rooms have been secured until this date.

At the time of writing the Equalities Impact Assessment (EQIA - 21st November 2023), the majority of residents are being accommodated at the Holiday Inn in Bristol, located in the ward of Ashley, which has been secured longer-term to avoid residents having to relocate again in the next few months. However, there are currently fourteen properties with eighteen adults and seven children who remain in Barton House for various reasons including orthopaedic conditions, vulnerabilities and safety of pets. These residents have been offered alternative accommodation and are being regularly communicated with including welfare checks and to ensure that they are aware of the risks in remaining. Surveys on the building are still in process and a small amount of furniture and possessions are being moved out of Barton House.

Our approach

This EQIA analyses the current context as of 22nd November 2023 and identifies mitigations for the next steps, which comprises the decant of all residents to the Holiday Inn including an assessment of needs to ensure accommodation is suitable. Further equalities assessment will continue for future actions, considering all protected characteristics and for other equalities strands to ensure all groups are supported and any impacts are identified and, where possible, mitigated. As part of the evacuation process BCC collated data on residents to identify specific needs and understand their circumstances. This data is currently being analysed and will inform the next steps which comprises an assessment of the suitability of the temporary accommodation for each household, which will include consideration of Disability status and wider accessibility needs, parent status and safety alongside other factors.

BCC will endeavour to follow best practice and will continue to issue communications in multiple languages, in different formats including face-to-face, letters, electronically and will undertake regular welfare checks on residents. BCC, as a landlord, has tenant information that will inform what specific access needs (whether physical, communication or other) will need to be met in order for everyone to be kept sufficiently informed and safe. BCC are continuing to liaise with hotel staff on a daily basis where issues are raised and addressed.

1.2 Who will the proposal have the potential to affect?

<input type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
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Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source	Summary of what this tells us
<p>Bristol Quality of Life data – Lawrence Hill</p>	<p>Barton House is located in the ward of Lawrence Hill. Bristol Quality of Life data shows</p> <p>Housing</p> <ul style="list-style-type: none"> • 71.3% are overall satisfied with their current accommodation. This is significantly lower than the Bristol average at 84.2% • 66.8% are satisfied they can stay in their home for as long as they choose to. This is significantly lower than the Bristol average at 81.9% • 36.1% are satisfied with the cost of their rent or mortgage payment, the Bristol average is 49.5%. • 63.4% are satisfied with the state of repair of their home compared with the Bristol average of 75.4%. <p>Community and living</p> <ul style="list-style-type: none"> • 28.7% are satisfied with the way Bristol City Council runs things compared with the Bristol average of 38.7%. • 51.6% are satisfied with their local area compared to the Bristol average of 75.2%. <p>Health and wellbeing</p> <ul style="list-style-type: none"> • 46.3% are satisfied with life. This is significantly lower than the Bristol average at 62.4%. • 80.5% of people say they are in good health, compared to the Bristol average of 83.1% • 2.3% have above average mental wellbeing in comparison to the Bristol average which is 6.7%. <p>Training and skills</p> <ul style="list-style-type: none"> • 13.5% have no formal qualifications which is significantly higher than the Bristol average at 7.2%. <p>Economy</p> <ul style="list-style-type: none"> • 19.9% find it difficult to manage financially compared with the Bristol average of 10.2%. • Lawrence Hill is the lowest ranked ward in Bristol for average number of cars per household. • Children in low-income families 2019/20 – (a family must have claimed one or more of Universal Credit, Tax Credits or Housing Benefit at any point in the year to be classed as low income in these statistics). Relative child poverty rates in Lawrence Hill range between 30.7-39.8% and is the highest ranked ward in Bristol. <p>Crime and safety</p> <ul style="list-style-type: none"> • Lawrence Hill in the top 3 wards for all crime • 47.4% think sexual harassment is an issue in Lawrence Hill compared to the Bristol average which is 34.6%. • 12.7% have been a victim of racial discrimination or harassment in the past year. The Bristol average is 5.3%. <p>Social care:</p>

- Clients receiving a community-based service aged 65+ (rate per 1000), Lawrence Hill: **70.6**, Bristol: 30.8. (Highest ward in Bristol).
- Clients receiving a domestic care service aged 65+ (rate per 1000), Lawrence Hill: **31.4**, Bristol: 18
- **13.9%** of people in Lawrence Hill feel their physical health prevents them from leaving their home when they want to, compared to Bristol's 8.6%

[Bristol Quality of Life data](#) – Ashley

The Holiday Inn is located in the ward of Ashley. Bristol Quality of Life data shows:

Housing

- 87.2% are overall satisfied with their current accommodation. This is significantly lower than the Bristol average at 84.2%
- 79% are satisfied they can stay in their home for as long as they choose too. This is significantly lower than the Bristol average at 81.9%
- 53% are satisfied with the cost of their rent or mortgage payment, the Bristol average is 49.5%.
- 77.6% are satisfied with the state of repair of their home compared with the Bristol average of 75.4%.

Community and living

- 46.4% are satisfied with the way Bristol City Council runs things compared with the Bristol average of 38.7%.
- 85.1% are satisfied with their local area compared to the Bristol average of 75.2%.

Health and wellbeing

- 58.6% are satisfied with life. This is significantly lower than the Bristol average at 62.4%.
- 85.6% of people say they are in good health, compared to the Bristol average of 83.1%.
- 5.1% have above average mental wellbeing in comparison to the Bristol average which is 6.7%.

	<p>Training and skills</p> <ul style="list-style-type: none"> • Only 1.1% have no formal qualifications which is lower than the Bristol average at 7.2%. <p>Economy</p> <ul style="list-style-type: none"> • 13.3% find it difficult to manage financially compared with the Bristol average of 10.2%. <p>Crime and safety</p> <ul style="list-style-type: none"> • 41.3% think sexual harassment is an issue in Lawrence Hill compared to the Bristol average which is 34.6%. • 4.2% have been a victim of racial discrimination or harassment in the past year. The Bristol average is 5.3%.
<p>BCC Report Viewer / Tenants and Leaseholders / All tenants, residents, and leaseholders</p>	<p><u>Barton House demographic data, high level summary</u></p> <ul style="list-style-type: none"> • There 261 people living in Barton House of which 105 children • 65% of residents are Black, Asian and Minority Ethnicity. • 47% are women • 52% are aged 35-54
<p><u>H-LS-Equalities-Profile-.pdf</u></p>	<p><u>Barton House demographic data</u></p> <ul style="list-style-type: none"> • 30% white British/white other (this is lower than the ONS average for the city at 77.7%) • 65% Black, Asian and Minority Ethnic (this is higher than the Office for National Statistics average for the city at 16.03%) • 43% are Muslim and 21% are Christian • 22% of residents are known to be Disabled • 48% of residents are female compared to 52% males • 68% of residents are heterosexual/straight • 28% of residents selected 'not stated or prefer not to say' • 4% of residents note their sexuality as 'other'
<p>Additional comments:</p> <ul style="list-style-type: none"> • There are two women who are anti natal and two who are post-natal • No asylum seekers have been identified in the resident's data 	

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input type="checkbox"/> Pregnancy/Maternity	<input type="checkbox"/> Race
<input checked="" type="checkbox"/> Religion or Belief	<input checked="" type="checkbox"/> Sex	<input checked="" type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g., pregnancy/maternity). For smaller team's diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

We know that there are gaps in our diversity data for some protected characteristics citywide, especially where this has not historically been included in census and statutory reporting. Bristol City Council tenant profile information may not be reliable. A tenancy audit is completed by BCC approximated every 5 years during the life of a tenancy, however data collected is given voluntarily with a "prefer not to say" option. Bristol City Council may not be advised of changes in personal circumstance between audits, and it is not always possible to carry out a new tenancy audits immediately at the start of a new tenancy.

Information about Leaseholders and/or their tenants may not be available.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

Residents

- Residents were communicated with on the day of evacuation by Housing Officers who went round to all properties and communicated the evacuation by knocking on doors
- A text service has been set up to communicate with all residents. Residents received daily messages for the first few days and are receiving written communications daily
- A central webpage was created to provide residents with information - [Barton House evacuation \(bristol.gov.uk\)](#)
- A centralised email address was created for Barton Hill residents that is regularly monitored. This email address was circulated to all residents via letters
- Housing Officers and the Community Development team were deployed to Barton House and to the accommodation provided (Holiday Inn) where they have communicated with residents on a daily basis
- The citizens advice service extended opening hours and the contact number has been circulated with all residents
- As there are a high proportion of people of residents where English is not their first language, different information formats have made available in Arabic and Somali, and translators have been made accessible. Pashto translation of letters was added to this from 21/11/23 following feedback
- Community Development officers and local community champions have also been present offering support services such as translation.

- Feedback has been actively sought from residents and responded to, for example by adjusting mealtimes and food offerings at hotels.

Other stakeholders

- Engaged with and sharing communications with an imam and spokesperson at Tawfiq Mosque in Barton Hill and these are circulated via mosque platforms
- Local councillors are supporting the team on the ground with communications
- All Councillors have received daily written updates
- City Partners have been briefed and made offers of support

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation are required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

Currently there are written communication updates being sent to affected residents on a daily basis. These are also added to the Barton Hill evacuation webpage, which includes frequently asked questions and is kept up to date. Communications are sent in multiple languages including Arabic, Pashto and Somali. The letters are also being sent to community champions plus other involved agencies.

Due to the reduced number of updates, there is a move being proposed to use text messaging and email as standard rather than multiple letters a day. This is being communicated to residents and further signposting to support such as a telephone service should residents require additional information.

Housing Officers and Community Development officers are providing support to residents at the Holiday Inn during all mealtimes. Housing Officers are continuing to make daily welfare checks with residents; by phone to residents who are staying with friends and family, door knocking if they remain in Barton House and face-to-face if at the Holiday Inn.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

There are several issues that are likely to affect all, or many groups.

Mental health

Being evacuated from a home can be a stressful time and may be exacerbated dependent on particular characteristics for example, if you are: a Disabled person and have accessibility needs, if you are a parent looking after children or if you are pregnant. To mitigate against this, Bristol City Council has coordinated regular welfare checks for all residents. Welfare checks comprise of a phone call or face-to-face conversation with residents to understand their specific needs. Bristol City Council has also been regularly signposting to support services including Community Access Support Service, SHOUT 85258 who offer confidential text message support, Family Hubs, support for mothers with babies and infants and a range of other services. HO's and Community

Development teams are attending all mealtimes at the Holiday Inn where residents can raise any issues and can signpost to any mental health support available locally.

Socio-economic factors

As Barton House is a council owned building residents may be in receipt of housing benefits and a large proportion are in receipt of universal credit. Being unsure about accommodation may lead to increased concerns on paying rent and future financial circumstances. To mitigate against this, BCC will continue to communicate with residents about rent payments and signpost to any financial support available locally. BCC is also providing three meals a day to residents, a free taxi service, a free 24-hour helpline and providing access to a laundry service.

Communications

Residents of Barton House comprise different demographics including a high proportion of Black, Asian and minority ethnic people and residents where English is not their first language. Some residents are unable to read English so communications in multiple formats, including accessible English is essential. Consistent communications are key for supporting residents, this comprises:

- Letters have been sent in multiple languages - English, Arabic, Pashto, Somali
- Signage has been produced in multiple languages at Barton House
- Residents have been contacted by phone, face-to-face, electronically or via a translator
- Wi-Fi is being provided free of charge by the Holiday Inn
- A dedicated webpage about the Barton House evacuation has been set up and affected residents will be able to find regularly updated information about the situation
- The Customer Service Centre (CSC) at BCC is fielding calls from residents with initial extended opening hours
- A dedicated email address has been set up where residents are able to contact BCC
- Face-to-face and written communication by community champions, via schools, Voluntary, Community and Social Enterprise groups and faith groups

Further considerations should be taken for those with low-literacy levels, for example, continuing to provide face-to-face information sessions with translators present and easy-English versions of key information sources.

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Young children attending nursery, school, college may have further to travel for education • Young people may not be able to attend out of school activities due to a change of location • The majority of children are attending school, but it is acknowledged that there will be disruptions to daily routines • Disabled Children may find the evacuation particularly disruptive • Child poverty rates in Lawrence Hill are the highest in Bristol and so children in poverty will be overrepresented in the impact. Established methods to access support, food and resources will have been disrupted.
Mitigations:	<ul style="list-style-type: none"> • Taxis/minibuses have been provided and are transporting children to and from their education (Home to School transport). • Families in Focus will provide support for referrals to make through schools • Every school has safeguarding lead and a key adult who children can speak to, usually a teacher. Children will receive regular messaging about where they can access support • Bristol City Council will work with local stakeholders such as charities and schools to support children with additional needs
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • The majority of residents are aged 35-54 (52%) • There is an increased likelihood of older people having mobility issues • Some older tenants may need additional communication and support to access communications • Older tenants may be vulnerable to feelings of anxiety and isolation if they don't feel well informed about what is happening, particularly if they don't feel able to discuss concerns or don't know how to contact key personnel for information or reassurance

Mitigations:	<ul style="list-style-type: none"> • We are asking all residents to tell us how best they would like us to keep them updated. Texts to their phone, email, or face to face are all being used at present. We will continue to talk with residents over coming days through all methods available to us. • All residents are receiving welfare checks • The Holiday Inn is physically accessible and affected residents are able to use lifts to get to their room • Wi-Fi is being provided free of charge by the Holiday Inn • All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Disability	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • Disabled residents still remain in Barton House due to health reasons • Disabled people may require access to medicines and may have to travel further to access medicine or health related visits such as doctors appointments • Disabled people staying in temporary accommodation may be unable to access the usual amenities readily available (fridges) in their homes needed to control temperatures to store their essential medication. • Disabled people may have accessibility needs in relation to accommodation that are not being met by temporary accommodation • Stressful situations may exacerbate existing mental health conditions with extra stress being placed on individuals and families • 42.3% of Disabled people live alone • 29.6% of Disabled people have experienced disability discrimination or harassment in the past year • Residents with impaired mobility, hearing loss, visual impairment, and those with learning and/or reading and writing difficulties may have difficulties relating to access requirements; effective and suitable means of communication; be vulnerable to unplanned or misinformed changes to their environment; or feel isolated or anxious about their environment.
Mitigations:	<ul style="list-style-type: none"> • Accessibility needs will be regularly discussed with residents still remaining in Barton House and temporary accommodation should be adapted where possible to ensure residents can be placed into the Holiday Inn with all needs met urgently • Initial consideration was made for those with Autism and where possible, these individuals were placed in quieter areas of the temporary accommodation • Taxis are provided to ensure residents can attend doctor and health related appointments and to collect any prescriptions needed • Accessibility needs of all residents to be regularly discussed via welfare checks • Rooms will be assigned and adapted on the basis of disability status and access needs where possible • Residents were asked at the rest centre about accessibility needs and these were recorded, data is currently under review and will inform the suitability assessment • Further signposting to local Disability support services including any hate crime reporting • Further and regular signposting to where residents can access mental health support • Residents will continue to have access to Barton House to collect belongings including medicines • If residents don't have access to a fridge in their room to store their medicines, the Holiday Inn have agreed for the use of a secure fridge in the hotel • BCC will engage with local Disability stakeholders such as the West of England Centre for Inclusive Living (WECIL) • Housing officers and Community Development officers will continue to be present to offer face to face, accessible communication

	<ul style="list-style-type: none"> All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Sex	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Although no live cases of domestic abuse have been identified (Next Link), heightened stressful situations can lead to an increase in cases Women may feel more vulnerable in temporary accommodation as women are much more likely than men to be the victims of domestic abuse There are a slightly higher proportion of males to females within the tenant data
Mitigations:	<ul style="list-style-type: none"> Further signposting to Domestic abuse charities to encourage reporting of any incidents Welfare checks to be completed individually where possible All families are supplied with a room to match their circumstances – e.g., a single person has been placed in a single room Regular presence of an independent domestic violence advisor who is available to support HOs and Community Development with any domestic abuse cases at the Holiday Inn All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Lesbian Gay and Bisexual BCC residents are underrepresented in the demographic data, though this may be because of underreporting Nationally LGB people have lower levels on mental wellbeing scores on average in comparison to those who are not LGB (NHS). Mental health problems could be exacerbated by the stress of the evacuation process Stonewall research indicates that lesbian, gay and bisexual people may be at increased risk of domestic abuse LGB residents are at a higher risk of experiencing hate crime and LGB people nationally have high levels of non-reporting of incidents (Gov, 2022) With the change in accommodation there is a risk that LGBTQ+ people, especially those who may be more vulnerable such as any refugees or asylum seekers, may share space with people who may have cultural or faith observations that do not accept LGBTQ+ people. This may impact mental wellbeing, and in rare cases direct impact their safety
Mitigations:	<ul style="list-style-type: none"> Sign posting to LGBT support numbers including local charities offering general support and mental health support specific for LGB people Although no asylum seekers or refugees in the cohort have been identified, BCC will signpost to hate crime reporting services and respond quickly to any reports Residents will continue to have guaranteed access to their own room (if they are a single person, or family room if applicable) so residents have access to a safe space and their own privacy All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Pregnant people or people who have recently given birth are likely to be further away from their chosen hospital, health centre or health visitor New mothers may not be able to access support groups due to having further to travel Evacuation from homes may be more stressful for new or expectant parents due to not having access to all possessions and reducing access to birthing options such as home births
Mitigations:	<ul style="list-style-type: none"> BCC have ensured access to Barton House to collect items as and when required Taxis are provided which will allow expectant/new mothers to attend appointments

	<ul style="list-style-type: none"> • Communicate with pregnant residents during welfare checks on birthing preferences • Larger families have been allocated larger rooms to allow for more space • All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • People have undergone gender re-assignment may be at greater risk of domestic abuse. • People have undergone gender re-assignment are also at greater risk of being a victim of hate crime
Mitigations:	<ul style="list-style-type: none"> • We don't currently have statistics for gender reassignment for our tenants. • Policies and procedures relating to domestic abuse should include reference to supporting this group. • Signposting support reiterating that offers are available for all residents • Residents will continue to have guaranteed access to their own room (if they are a single person, or family room if applicable) so residents have access to a safe space and their own privacy • All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Race	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • A high proportion of residents are Black, Asian or minority ethnic • A high proportion of Black, Asian, and Minority Ethnic people in Bristol have experienced racially motivated discrimination or harassment in the past year • Some communities may also find elements of living within a social housing environment to be intimidating or challenging for a range of reasons. This may be particularly so if they have already experienced harassment, neighbour disputes or have previously lived in areas of conflict. • Some tenants for whom English is an additional language may have difficulty understanding written information or signs, which can lead to feelings of isolation and anxiety.
Mitigations:	<ul style="list-style-type: none"> • BCC will continue to offer translation services to all residents • BCC will continue to offer communications in different languages and formats • Welfare checks will continue regularly • HOs and Community Development teams are attending all mealtimes to communicate with residents • Community champions continue to be available to provide support such as signposting • BCC will signpost to hate crime reporting services • All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> • A large proportion of residents are Muslim (43%) • Bristol average 6.8% experienced discrimination or harassment compared 29.8% those from non-Christian faith groups. • Residents may require access to prayers spaces • Residents may have to travel further to religious buildings due to the change in accommodation
Mitigations:	<ul style="list-style-type: none"> • Halal food prepared and served by the Holiday Inn • A dedicated prayer space has been set aside for daily prayer at the Holiday Inn • Latest updates are being forwarded to an imam and spokesperson at Tawfiq Mosque in Barton Hill and these are circulated via mosque platforms • All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase

Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	No impacts have been identified
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> At ward level, Lawrence Hill is identified as one having one of the greatest levels of deprivation in Bristol (Deprivation data 2019). Residents more likely to be in receipt of housing benefit and other benefits Much of our housing stock is in the most deprived areas of Bristol and BCC residents are more likely to be impacted by socio-economic factors. The deprivation gap in Bristol shows a difference of 14.8% for those with below average mental wellbeing between the most and least deprived. 11% difference re: racial discrimination and harassment 18.9% difference in those who are satisfied with their overall accommodation 30.8% difference between those who are overall satisfied with their local area.
Mitigations:	<ul style="list-style-type: none"> Three meals are being provided for residents on a daily basis Holiday Inn offer washing services twice a week and can provide extra bedding and washing on request and the cost is covered by BCC BCC is providing taxis for residents who need to move around the city Free Wi-Fi is being provided by the Holiday Inn Welfare Rights and Money Advice Service (WRAMAS) will visit residents later to undertake a financial health check on their circumstances – details to be agreed All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase
Carers	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<ul style="list-style-type: none"> Although we do not have data on the number of residents who are carers, there is likely to be a proportion of residents who are carers As a high proportion of BCC residents are women, disabled and older people there is likely to be a disproportionate impact of Housing and Landlord Services related proposals on carers. The Quality of Life Survey shows that carers have poorer experience across a range of indicators relating to housing, accessibility, community and living, health and wellbeing etc. having a poorer experience Evacuation could cause additional stress to carers due to disruptions to accessibility needs and changes to routines
Mitigations:	<ul style="list-style-type: none"> All residents will regularly receive welfare checks to identify any specific needs Further signposting to mental health support services All residents will be asked about specific accessibility and circumstantial needs when assessing the suitability of accommodation as part of the next phase

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

No.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:
NA overarching assessment
Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:
NA overarching assessment

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group, please specify this.

Improvement / action required	Responsible Officer	Timescale
We will assess vulnerability, safeguarding and the needs of disabled residents to inform our priority list of residents requiring alternative temporary accommodation, such as serviced flats.	Fiona Lester	End Jan 24
Further sign posting to specific support services including: <ul style="list-style-type: none">Hate crime reporting services locally,Mental health support services locally and nationally,Services supporting LGBTQ+ people such as 'Off the record' Bristol, Galop and Trans pride southwest,Age UK and the Carers Trust,Local charities supporting refugees and asylum seekers such as Bristol Refugee Rights. This includes via multiple streams of communication such as face-to-face information sessions, leaflets available in the Holiday Inn reception area, digitally and via easy-English communications.	Kate Ryan	Ongoing
Signposting to Domestic Abuse services to be included in comms to residents and follow up by Housing IDVA. Welfare checks should work with people on an individual, rather than family basis where possible.	Martin Owen	Ongoing
WRAMAS/other debt advice agencies to undertake financial health check with residents who would like it.	Paul Sylvester	1 month
Engage with local Disability groups such as WECIL to support Disabled residents.	Kate Ryan	Ongoing
Provide support for individuals with low literacy levels or limited English by hosting face-to-face information sessions with translators present.	Kate Ryan	Ongoing
Contact local community groups with updates to inform residents such as the Bristol Muslim Strategic Leaders Group	Mohammed Elsharif	Ongoing

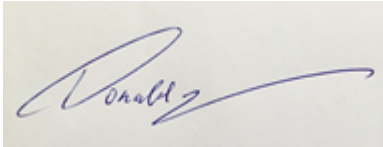
4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

214 calls have been received to the Citizens Advice Centre since 14/11/23, excluding the operations centre. The number and nature of calls will be continued be monitored and information fed back to operational teams and senior leaders at Bristol City Council.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>The Equality and Inclusion Team</i>	Director Sign-Off: Donald Graham, Director Housing and Landlord Services 
Date: 22/11/2023	Date: 27/11/2023

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.