



Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)

Name of proposal	Procurement of Roofing Framework for Council-owned homes
Directorate and Service Area	Neighbourhoods; Housing Delivery
Name of Lead Officer	Paul Chaffey

Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

Housing Delivery manages and maintains over 28000 homes across all wards in the City. There are 16025 roofs in the City Council's Stock as recorded on Keystone, the Asset Management Data System. Of these roofs 15598 are pitched roof construction and the remainder Flat roof Construction and a mix of combined Flat & Pitch Construction.

The roofs require maintenance work and /or renewal and forms part of the Housing Capital and Revenue Investment Plan. This is accounted for in the 30 year Housing Revenue Account business plan, funded from tenants rents and leaseholder charges.

The Roofing Framework supplying replacement works to our housing stock is due to come to an end and needs to be procured again. The Framework is used as follows:- Roofs identified that require replacing due to condition following an inspection are ordered to a Contractor on the Framework. The existing framework that is used to renew roofs expires January 2017 and therefore requires renewing to enable continued maintenance of the City Council's Housing Stock. Works to be undertaken under the Framework will be removal of existing coverings, including asbestos soffits where fitted, roof timbers checked for condition, new breathable felt, battens and tiles fitted as per current building regulations. Fascia, Soffits &

Rainwater goods are replaced where required with maintenance free upvc materials. In addition to this Loft Insulation is checked and upgraded to the current required depth of 270mm. The annual value of this work is 1.4M and the new framework would be for 3 years with an option to extend for 1 year thereafter.

Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

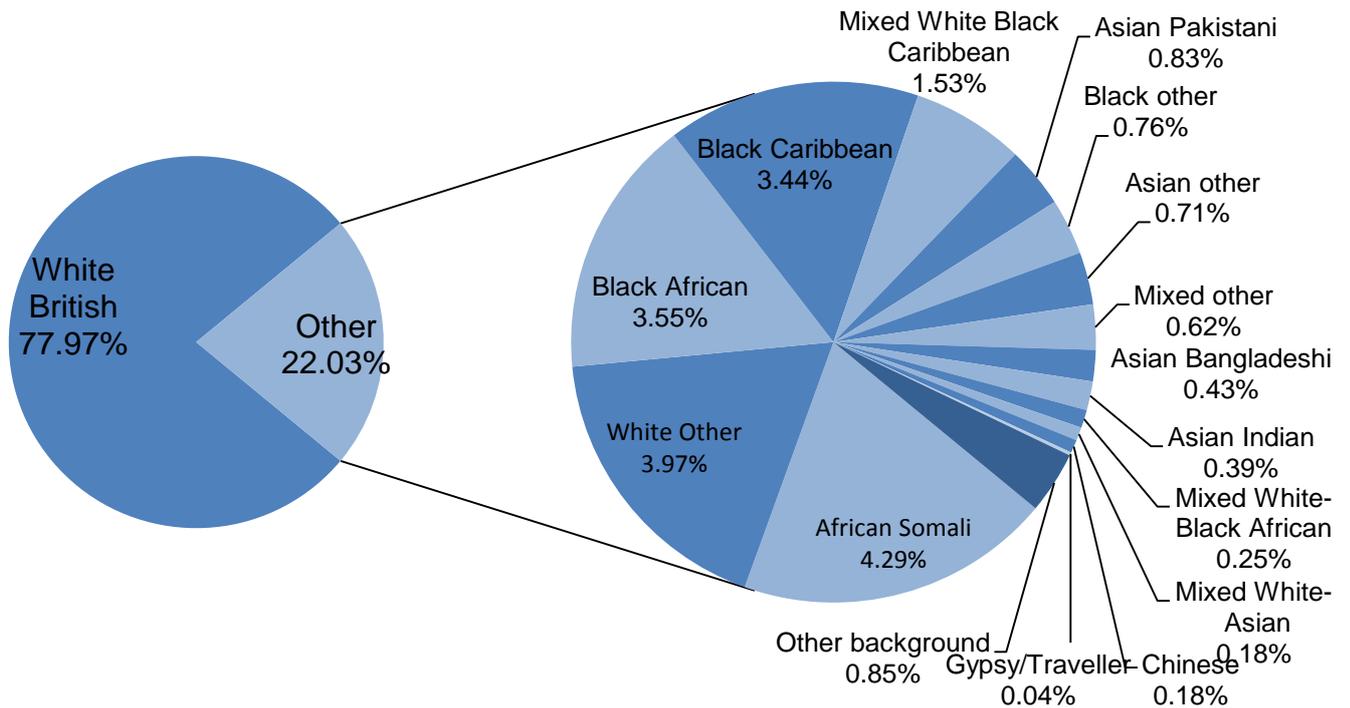
2.1 What data or evidence is there which tells us who is, or could be affected?

Equalities Summary 2015-16

We review equalities data every year, to ensure we know about our clients and their needs and that we don't discriminate against anyone. These figures are from April 1st 2016.

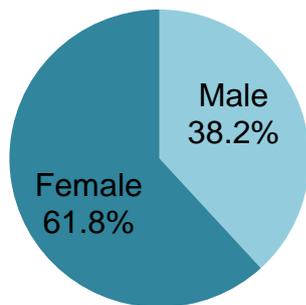
Housing Delivery has 31665 tenants in 26893 properties. It is estimated that in total Housing Delivery houses around 62,000 people. In addition, we have 1953 leaseholders in 1494 properties.

Tenant Ethnicity



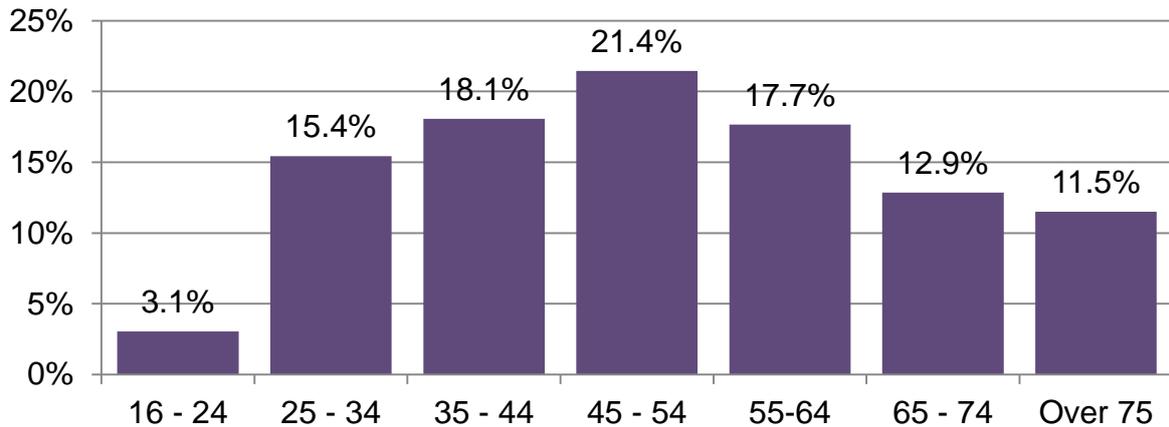
We know the ethnicity of 95.0% of our tenants. Of those whose ethnicities we know, 78.0% are White British. This is almost identical to the proportion of people in Bristol who identify as White British. (2011 Census) The next largest ethnic groups are African Somalis, 4.3% and White Other, 4.0%.

Gender



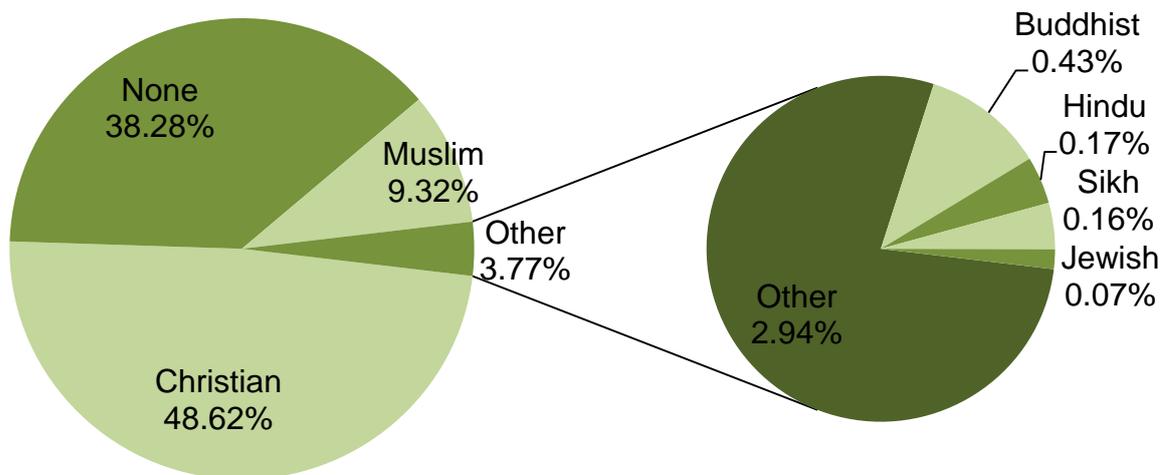
A higher proportion of our tenants are female, 61.8%, than male, 38.2%. This may be because women who are pregnant or have children are a higher priority for social housing.

Tenant Age



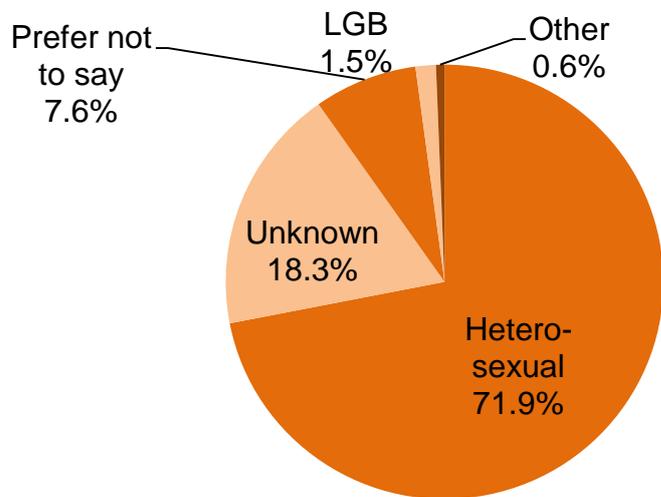
We know the age of 98.3% of our tenants. The largest age group are 45-54 year olds, 21.4% of the tenants whose age we know are in this age band.

Religious Belief



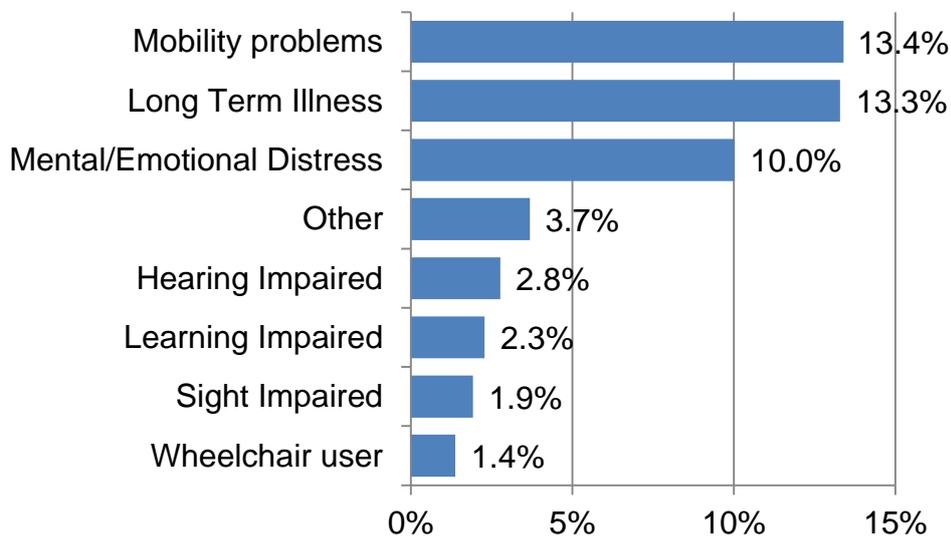
We know the religious belief of 87.3% of our tenants. Of those we know, the largest religious group is Christians, 48.6%. The next largest group is those with no religious belief, 38.2%. The next largest religious group are Muslims who comprise 9.3% of tenants who have told us their religion.

Sexual Orientation



71.9% of people identify as heterosexual. We do not know the sexual orientation of 18.3% of people and a further 7.6% of people preferred not to tell us their sexual orientation.

Disabilities



20.4% of our tenants identify as disabled. This figure has increased year-on-year. 13.4% of our tenants report mobility problems, 13.3% a long-term illness and 10.0% suffer from mental or emotional distress.

2.2 Who is missing? Are there any gaps in the data?

Project Surveyors carry out a pre-assessment of works and they will identify if there are vulnerability and/or disability issues. They will liaise closely with Estate Management and Support Workers where required. Tenant profiles will be checked on an individual basis for equalities information, including vulnerability and communications difficulties. This will ensure all works carried out minimise any impact to service users. It will also be borne in mind that not all Protected Characteristics will be disclosed so we expect our contractors to treat all customers with sensitivity and flexibility without the need for prior knowledge of a persons vulnerability.

2.3 How have we involved, or will we involve, communities and groups that could be affected?

The Planned Programmes and Responsive Repairs Service User Groups have been consulted initially on the proposal to procure the new framework. These Service User Groups will receive updates on progression with the procurement processes. Customer Care standards agreed with Tenant groups will form part of the contract.

Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

The new procurement process could lead to the loss of current providers and the inclusion of new providers. This could lead to one or more contractors being less experienced with the customer care issues of social tenants who are more likely to be vulnerable and/or have a protected characteristic.

Likely impacts of the works will include dust, dirt and noise from the works as well as potential effects of having scaffolding around properties, such as possibly reduced or changed access and increased hazards for those with visual impairment or reduced mobility. Vulnerable tenants may be impacted and face increased anxiety by any works to their property or block.

The full scope of works will be confirmed by survey, and when this is known, timescales etc will be communicated to all residents.

3.2 Can these impacts be mitigated or justified? If so, how?

The tender process will test the potential contractors by their tender submissions for quality and this will form part of the evaluation criteria. This will include questions about previous experience, their understanding of equalities legislation and good practice, social inclusion and customer care.

Neighbourhoods – Housing Delivery – has in place a Contractors Code of Conduct. Any contractor working on a programme of work must adhere to the Code of Conduct and arrange for an induction session with all staff, including sub-contractor staff.

They must ensuring access to and egress from the building is accessible throughout the works processes. This also includes minimising the impact of vibration, and air, light and noise pollution, informing, respecting and showing courtesy to those affected by the work, having systems that care for the safety of the public, visitors and the workforce and ensuring the site is kept organised, clean and tidy. This will be monitored by a Project Surveyor who will carry out checks where works are in progress.

Further mitigation on the potential impacts on people with protected characteristics are as follows:-

- all works are pre-assessed by a City Council Project Surveyor who will highlight vulnerability, age, communication or disability issues that will require consideration prior to commencement & during works. This is done with adherence to data protection rules about confidential equalities information
- for roofing works of houses and flats, scaffold can be required. We make sure access & egress is maintained for all during works and any mobility or visual issues of residents are considered when putting plant or equipment on site.
- communication is by letter, home visit and leaflet. Any special needs or requirements are discussed with the tenant and/or with estate management
- tenants are contacted in advance of works to make suitable arrangements for when it can be carried out. This is done by letter, telephone & verbally
- special arrangements are made for tenants who may be vulnerable. Those identified as such will be contacted directly or via Careworkers or Estate Management to determine what special arrangements are required.
- contractors are legally responsible for ensuring the safety of all residents, visitors and employees while they are working on a site. They are required to

run clean, tidy sites and to prevent the spread of dust and debris and to limit noise and disruption to within agreed 'reasonable' working hours. Particular consideration must be given to ensuring debris free access and egress from the building at all times.

- where necessary communication and information materials can be provided in Braille by Bristol City Council and a sign language interpreter can be provided for meetings with Deaf residents. Communication can also be translated where identified this is a requirement.

- contractors are required to provide a code of conduct for operatives. All are advised to be sensitive to the broad range of gender issues and sexual orientation and to be polite, considerate and courteous at all times

- contractors are given resident profiles and contact information and are contractually required to ensure communications and information are clear to each resident.

3.3 Does the proposal create any benefits for people with protected characteristics?

All those with protected characteristics will benefit from the proposal

- appropriate procurement routes will be used to ensure competent contractors are selected that have and promote equalities policy's
- nominated Contract Managers/Project Surveyors will manage the quality and delivery of works
- Combined works can be planned at the same time avoiding duplicate costs on access equipment and therefore minimising disruption to tenants

3.4 Can they be maximised? If so, how?

The works carried out under the framework will be reviewed at regular contract meetings. Learning from complaints or ideas for improvements are built into the ongoing work programmes

Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the

proposal?

The equality impact assessment highlighted those individuals with protected characteristics and who need to be communicated with at an earlier stage of the proposal. It is a contractual requirement that the contractor must have a risk assessment in place identifying how protected communities will be affected, and must put in place a system to inform identified tenants daily. They must provide clear information to tenants and deal with personal concerns and queries on a one to one basis.

4.2 What actions have been identified going forward?

- A system of early communications for those tenants identified as having additional needs
- Tenant involvement in setting standards of customer care
- Tenant engagement throughout the contract through Core Group meetings
- Contractor(s) will be required to deal with tenants' concerns and queries
- Close Liaison with Estate Management, Tenant groups and outside parties

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

- As part of the framework we as a client have the responsibility to monitor the contractor's performance against Key Performance Indicators
- The KPI's will include Customer satisfaction through satisfaction surveys
- A Lessons Learned log will be compiled to identify areas for improvement

Service Director Sign-Off: 	Equalities Officer Sign Off: Wanda Knight
Date: 26/07/2016	Date: 25/7/16