

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 \(EqIA\) \(sharepoint.com\)](#).

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.

18 December 2023 and 10 January 2024 – BCC held two resident meetings at City Hall where the interim results from building surveys were shared along with the opportunity for residents have questions answered.

The meeting on 10 January allowed BCC to share more information about the surveys, the flats where remedial works will take place, to ask for permission to access flats and a timeline of events was shared with a view to moving residents back to Barton House. Residents were also informed that other health and safety works would need to take place which BCC must fulfil in its capacity as a landlord.

At the time of writing the Equalities Impact Assessment (EQIA - 12 January 2024), the majority of residents continue to be accommodated at the Holiday Inn in Bristol, located in the ward of Ashley, which has been extended further to avoid residents having to relocate again whilst remedial works to Barton House take place over the next few months. However, there are currently 21 properties with 33 adults and 10 children who remain in Barton House for various reasons including orthopaedic conditions, vulnerabilities, one has chosen to move back 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 complete and remedial works to some flats have commenced.

A further face-to-face update to residents is being planned and likely to happen in February.

Our approach

This EQIA analyses the current context as of 12 January 2024 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]
--	------------------------------------	-----------------

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%.

Social care:

- 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%

<p>Bristol Quality of Life data – Ashley</p>	<p>The Holiday Inn is located in the ward of Ashley. Bristol Quality of Life data shows:</p> <p>Housing</p> <ul style="list-style-type: none"> • 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%. <p>Community and living</p> <ul style="list-style-type: none"> • 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%. <p>Health and wellbeing</p> <ul style="list-style-type: none"> • 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%)

	<ul style="list-style-type: none"> • 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 is one woman who is anti natal and three 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.

Written communication updates continue to be sent to affected residents. 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.

Housing Officers and Community Development officers continue to provide support to residents at the Holiday Inn. Housing Officers are continuing to make welfare checks with vulnerable residents, provide a presence at Barton House and face-to-face if at the Holiday Inn (Mon – Fri).

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 the Welcoming Spaces Network. HOs and Community Development teams continue to have a presence at the Holiday Inn where residents can raise any issues and can signpost to any mental health support available locally.

From 15 January, Nilaari (mental health support especially to adults from black Asian and minoritised communities) and Somali Resource Centre will be at the Holiday Inn for three hours a day Monday to Friday to provide mental health support. Flyers signposting to services are also being created.

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.

Trauma based support and trauma management plans have been developed in conjunction with colleagues in Public Health to support residents. There has been a focus on supporting young people with trauma.	
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 • Triaged residents with children to Heath and Social Care and education to ensure educational needs are being met • Extra rooms have been made available for study/quiet spaces
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 have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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.

	<ul style="list-style-type: none"> • 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 • All residents have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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

	<ul style="list-style-type: none"> • Independent Domestic Violence Advisor (IDVA) is available to support HOs and Community Development with any domestic abuse cases for Barton House residents • Signposting to domestic abuse services included within the updates to residents • All residents have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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 have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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 • Communicate with pregnant residents during welfare checks on birthing preferences • Larger families have been allocated larger rooms to allow for more space • All residents have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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.

	<ul style="list-style-type: none"> • 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 • Residents have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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 via community champions who have been supporting residents staying at the Holiday Inn • 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 have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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 have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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).

	<ul style="list-style-type: none"> 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 have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation
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. Nilaari (mental health support especially to adults from black Asian and minoritised communities) and Somali Resource Centre will be at the Holiday Inn three hours a day Monday to Friday All residents have been asked about specific accessibility and circumstantial needs and where necessary, have been moved to suitable accommodation

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 - Complete
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. <p>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.</p>	Kate Ryan	Ongoing – Added to communications to residents
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	Added to communications to residents
WRAMAS/other debt advice agencies to undertake financial health check with residents who would like it.	Paul Sylvester	Added to communications to residents
Engage with local Disability groups such as WECIL to support Disabled residents.	Kate Ryan	Added to communications to residents
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

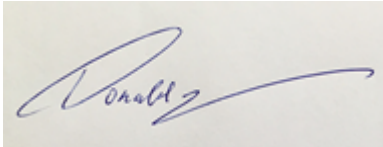
4.3 How will the impact of your proposal and actions be measured?

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.

652 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: 15/01/2024	Date: 15/01/2024

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.