

Equality, Diversity, Cohesion and Integration Impact Assessment



As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

Directorate: Resources & Housing	Service area: Leeds Building Services, Property & Contracts
Lead person: Sami Dean	Contact number: 07891
Date of the equality, diversity, cohesion and integration impact assessment: August 2019	

1. Title: Leeds Building Services (LBS) – Civic Estate Multi-Trade - Procurement
Is this a:
<input checked="" type="checkbox"/> Strategy /Policy <input type="checkbox"/> Service / Function <input type="checkbox"/> Other
If other, please specify:

2. Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service, specialist
Richard Nelson	PACS	Procurement & Commercial Lead
Phil Rigby	PACS	Procurement Category Manager
Sami Dean	PACS	Senior Procurement Officer

3. Summary of strategy, policy, service or function that was assessed:

Leeds Building Services are currently deliver works to directorates across the organisation to civic estate buildings including schools, museums, offices and other non-housing stock.

To ensure delivery of works required to other Council departments LBS sub-contract out certain elements of work. Works are sub-contracted where LBS does not have the direct labour resources to carry out the works internally, and generally these works are either specialist repairs or to cover fluctuations in resource levels. LBS also utilises their sub-contractors to deliver at times of peak volumes of work. This will be for supporting peak

demand responsive repairs and small works where internal resources are limited or do not exist, as well as for larger planned schemes (e.g. summer school works)

The demand for works in LBS is influenced by factors such as:

- Increase in planned work requests to LBS;
- Move to deliver works internally through the ISP;
- Expiry of large contracts with Mears in Housing Leeds and move towards LBS delivering more works internally;
- Review of delivery methods by Property & Contracts.

The procurement strategy and contracting arrangements will establish robust and consistent service and contract management processes that continue to provide efficiencies and a high quality service to LCC.

The procurement and resulting work will contribute to the Best Council Plan Objectives including:

Growing the economy - creating jobs, improving skills & promoting a vibrant City.

- **Child-friendly city** - Keeping children safe, supporting families, raising aspirations and educational attainment - All contractors appointed will have demonstrated adherence to safeguarding policies and procedures to support vulnerable children within the city and vicinity of their work delivery.
- **Low carbon** – Reducing emissions, tackling fuel poverty, delivering efficient and secure energy. - Maintaining housing stock is key in ensuring we are supporting tenants in reducing fuel poverty.

4. Scope of the equality, diversity, cohesion and integration impact assessment

(complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)

4a. Strategy, policy or plan

(please tick the appropriate box below)

The vision and themes, objectives or outcomes	<input checked="" type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>
A specific section within the strategy, policy or plan	<input type="checkbox"/>

Please provide detail:

The objectives of the procurement strategy are to:

- Use the LBS direct workforce in preference to external sub-contractors and only go

- out to the market where unable to deliver or resource the work internally;
- Review required quality standards, improving them where appropriate and providing value for money;
- Create a mixed economy of multiple contractors, where SMEs are not excluded from bidding for some of the work;
- Achieve greater value for money by reducing unit costs;
- Achieve wider social value from new arrangements, including to help support communities and tackle poverty;
- Enable robust performance and contract management of contractor delivery; and
- Have all arrangements in place for LBS use from 1 April 2019.

Civic estate multi-trade contract (OJEU procurement), 6 suppliers for all of civic estate multi-trade works and all non-housing elements, Works under £100k will be allocated on a rotational basis, work over £100k will be subject to mini-competition among the framework providers. The framework will be for 3 years + 1 year extension starting July 2020. Contract value £6m per annum.

The new contracts should provide a consistent approach to:

- Performance measures and KPIs;
- Specifications;
- Contract terms and conditions;
- Pricing models;
- Evaluation models;
- Contract management; and
- Service delivery including customer service.

4b. Service, function, event please tick the appropriate box below	
The whole service (including service provision and employment)	<input type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input type="checkbox"/>
Procuring of a service (by contract or grant)	<input checked="" type="checkbox"/>
Please provide detail: Additional information includes:	

<p>5. Fact finding – what do we already know Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer / staff feedback.</p>
<p><u>Equality monitoring</u></p> <ul style="list-style-type: none"> Some customer insight information on the equality characteristics (such as age, carers, disability, race, sexual orientation) for the main/ joint tenant is held on Housing management ICT systems. Leeds Building Services will provide the contractor with such details for specific jobs/works. This will include 'alerts' that are held on the computer system regarding each customer. These alerts will provide the contractor with additional information regarding the customer to improve their health and safety and customer care. <p><u>Customer feedback</u></p> <ul style="list-style-type: none"> Leeds Building Services undertakes customer satisfaction surveys following the completion of all job/s/works undertaken by themselves or their sub-contractors. The results of this are considered as part of service improvement. Complaint monitoring: Analysis of complaints are undertaken to ensure that there are lessons learnt and the service is improved.
<p>Are there any gaps in equality and diversity information Please provide detail:</p> <ul style="list-style-type: none"> Lessons learned from complaint monitoring and customer satisfaction surveys undertaken

6. Wider involvement – have you involved groups of people who are most likely to be affected or interested

Yes

No

Please provide detail:

Existing contractors:

- Involvement in market sounding sessions

Potential suppliers

- Market sounding sessions (both face to face and questionnaire)

LBS operational staff

- Development of the specifications and tender documents

SMT (Chief Officer and Heads of Service)

- Approval of Procurement Strategy and appendices
- Consultation and engagement with senior officers

Action required:

- Market sounding activities undertaken as part of procurement planning
- Workshops for specification and tender document development undertaken
- Approval of Procurement Strategy at SMT

7. Who may be affected by this activity?

please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

Equality characteristics

Age

Carers

Disability

Gender reassignment

Race

Religion or Belief

Sex (male or female)

Sexual orientation

Other (can include – marriage and civil partnership, pregnancy and maternity, and those areas that impact on or relate to equality: tackling poverty and improving health and well-being)

Please specify:

Stakeholders

Services users

Employees

Trade Unions

Partners

Members

Suppliers

Other please specify

Potential barriers.

Built environment

Location of premises and services

Information and communication

Customer care

Timing

Stereotypes and assumptions

Cost

Consultation and involvement

Financial exclusion

Employment and training

specific barriers to the strategy, policy, services or function

Please specify

<p>8. Positive and negative impact Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, stakeholders and the effect of the barriers</p>
<p>8a. Positive impact:</p> <ul style="list-style-type: none"> Leeds Building Services and their sub-contractors undertake customer liaison to ensure that jobs/work undertaken meet customer expectations and ensure high customer satisfaction in relation to their activity. They will provide translation services or accessible alternative formats where these are needed e.g. for people who are visually impaired. LCC staff and contractors do undertake measures to accommodate disabilities, and enable works to be undertaken. Examples include, provision of temporary welfare services in the affected site (temporary sinks, chemical toilets),

<p>8b. Negative impact:</p> <ul style="list-style-type: none"> Staff training on equality is needed to enable staff to pick up on prompts e.g. develop solutions for disability, if English is a second language etc. Temporary welfare facilities (e.g. temporary sinks, chemical toilets) should be offered to all relevant customers, rather than upon a request, based upon a disability. Customers should be provided with more detailed information than is currently given on the timescales of each component of the work e.g. a daily diary stating what works will be undertaken in each stage of the works.
<p>Action required:</p> <ul style="list-style-type: none"> Contractors need to ensure that all staff have a detailed equality awareness training on a regular basis – e.g. every 2 years.

<p>9. Will this activity promote strong and positive relationships between the groups/communities identified?</p>
<p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>Please provide detail: Leeds Building Services and their sub-contractor will undertake the works to ensure high customer satisfaction. To do this as part of any visits they will gather information regarding the customer and their site to address any requirements arising relating to an equality characteristic.</p>
<p>Action required:</p> <ul style="list-style-type: none"> The tender documents will state the level of stakeholder engagement expected.

<p>10. Does this activity bring groups/communities into increased contact with each other? (e.g. in schools, neighbourhood, workplace)</p>

Yes

No

Please provide detail:

Activity involves planned works being undertaken in people's homes, so involves no significant increased contact.

Action required:

- None

11. Could this activity be perceived as benefiting one group at the expense of another? (e.g. where your activity/decision is aimed at adults could it have an impact on children and young people)

Yes

No

Please provide detail:

This activity will not benefit one customer demographic over another group.

Action required:

- None

12. Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Project stage	Action	Timescale	Measure	Lead person
Pre procurement	Lessons learned from complaint monitoring and customer satisfaction surveys undertaken			Project team
Pre procurement	Market sounding activities undertaken as part of procurement planning			Project team
Pre procurement	EIA workshop with LBS operational staff undertaken			Project team
Pre procurement	Workshops for specification and tender document development undertaken			Project team
Scoping	Approval of Procurement Strategy at SMT /			Project Manager
Procurement / tender process	Contractors need to ensure that all staff have a detailed equality awareness training on a regular basis – e.g. every 2 years.			Evaluation team
Pre procurement	The tender documents will state the level of stakeholder engagement			Project team

13. Governance, ownership and approval

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job Title	Date
Date impact assessment completed		23 rd January 2018

14. Monitoring progress for equality, diversity, cohesion and integration actions (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board
Please specify which board
- Other (please specify)

15. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions** or a **Significant Operational Decision**.

A copy of this equality impact assessment should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality impact assessments that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached assessment was sent:

For Executive Board or Full Council – sent to Governance Services	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: