

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

<b>Directorate:</b> Resources and Housing	<b>Service area:</b> Housing
<b>Lead person:</b> Paul Rounding	<b>Contact number:</b> 07891 272386
<b>Date of the equality, diversity, cohesion and integration impact assessment:</b> 7 June 2021	

**1. Title:** Ground Source Heat Pumps (GSHP) 3 – Queenswood Court and Queenswood Heights

Is this a:

**Strategy / Policy**
                         
  **Service / Function**
                         
  **Other**

**If other, please specify**

Works are planned to replace existing aging electrical heating and hot water systems in two high housing blocks, Queenswood Court and Queenswood Heights in Kirkstall. The current heating systems in these blocks are near or at the end of their life and replacement provides an opportunity to use a renewable technology GSHP and reduce carbon emissions.

**2. Members of the assessment team:**

<b>Name</b>	<b>Organisation</b>	<b>Role on assessment team For example, service user, manager of service, specialist</b>
Paul Rounding	Leeds Housing	Capital Programme Manager
Richard Stokes	Leeds Housing	Planned Works Team Leader
Amanpreet Kaur	Leeds Housing	Project Support Officer
Leonie Ashby	Leeds Housing	Senior Project Officer

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

This project is for the replacement of the existing electric storage heating and hot water

systems in two high rise blocks in Leeds, Queenswood Court and Queenswood Heights, both are 12 storey Wimpey high rise construction blocks consisting of 90 flats in total, both are a mix of one and two bedrooms.

Works involve:

External works:

- Contractor cabin and welfare facilities.
- Ground works: Array of bore holes to external area of blocks with distribution pipework to each block.
- Communal areas: Lateral and vertical pipe works to external of each flat within the communal areas.

Internal works:

- Existing storage heaters and hot water cylinder removed.
- New shoebox installed within meter cupboard.
- New thermostat and programmer installed.
- New wet system radiators and pipework in each room.

This scheme will benefit residents by improving and maintaining the quality of council homes as well as reducing fuel poverty through heating bill reductions, a more controllable heating system and better-quality of life for residents.

**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 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:**

**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	<input type="checkbox"/>

the service)	
Procuring of a service (by contract or grant)	<b>X</b>
<b>Please provide detail:</b>	
<p>The Ground Source Heat Pumps (GSHP) – Queenswood Court and Queenswood Heights Scheme has been scoped to meet the aspirations set out in the Best Council Plan but in particular, the objectives of:</p> <ul style="list-style-type: none"> <li>• Supporting communities and tackling poverty;</li> <li>• Promoting sustainable and inclusive economic growth;</li> <li>• Supporting the outcome of everyone living in good quality, safe, affordable homes.</li> </ul> <p>The planned work is also aligned to meet the Best Council Plan ambitions of:</p> <ul style="list-style-type: none"> <li>• Improving energy performance in homes, and maintaining housing quality and standards.</li> </ul> <p>This is not a strategy or policy decision, but will provide the required decision to procure the design and delivery of the works, including site preparation, removal of existing electric space storage and hot water systems and the installation of GSHP system for the two council housing high rise blocks.</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.

(priority should be given to equality, diversity, cohesion and integration related information)

Residents of the blocks:

Address	Total properties	Tenant	Leased	Male	Female	Average age	Sheltered
Queenswood Court	44	45	0	55.56%	44.44%	77	Yes
Queenswood Heights	46	49	1	65.31%	34.69%	48	No

Ethnicity:

<u>Queenswood Court</u>		<u>Queenswood Heights</u>	
White – British	88.89%	White – British	61.22%
Ethnicity not known	4.44%	Black or Black British – African	10.20%
Mixed – Other	2.22%	Asian or Asian British – Other	6.12%
Asian or Asian British – Indian	2.22%	Ethnicity not known	6.12%
Prefer not to say	2.22%	White – Irish	4.08%
		White – Other	4.08%
		Prefer not to say	4.08%
		Mixed – Other	2.04%
		Arab	2.04%

**Resident Satisfaction Survey – STAR**

We aim to continually improve our resident’s satisfaction with their council property. Our performance is measured annually via the STAR survey. Improving resident satisfaction is a continual focus.

**Energy efficiency of high rise block – SAP**

Leeds City Council’s Best Council Plan 2020-2025 sets the ambition to be the best city where everyone in Leeds lives in good, quality affordable homes within clean and well cared for places measured through the energy and thermal efficiency performance of houses. This project seeks to improve the average Standard Assessment Procedure (SAP) certificate in each property by 2 bands. This will lift all 90 flats across the scheme to above a SAP rating D.

**Considerations**

In line with good practice, local residents were consulted of the works in May 2021. Further engagement with residents will take place and local consultation workshops will be planned. A technical officer is allocated to the project to respond to any resident’s queries or concerns.

Initial consultation has been undertaken with the Ward Councillors for Kirkstall in May 2021, all are fully engaged and supportive of the planned works. Detailed consultation with Ward Councillors will occur throughout the project’s planned delivery.

The Executive Member for Environment and Housing has been consulted with on this scheme and is in support of it.

**Are there any gaps in equality and diversity information**

**Please provide detail:**

No gaps have been identified.

**Action required:**

To allow for increased support to any vulnerable residents. Following COVID-19, all communication and consultation with residents will need to follow government guidance and recommendations to ensure the health and safety of residents and staff.

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

Yes

No

**Please provide detail:**

Residents from Queenswood Court and Queenswood Heights have received a letter notifying them of the planned works. The contact details of the Technical Officer allocated to the scheme has been provided to residents so they can make contact to discuss any queries or concerns.

All information to residents will have to be shared following COVID-19 government guidelines to minimise risk to everyone.

Cross-council engagement has taken place to gather insight, perspective and feedback on the planned works with Ward Members briefed in May 2021, alongside further consultation and engagement planned by the end of June 2021. Senior Management will be briefed through the project governance and approvals processes, with further consultations planned throughout the project's delivery.

Ward Councillors have been informed of the works and are supportive of the proposals.

Housing Management have also been closely engaged and the Executive Member for Environment and Housing are all supportive of the planned works and the intended benefits.

**Action required:**

A communication plan has been developed to ensure regular and effective internal and external communications with all project stakeholders.

Risk and issue logs are being maintained and reviewed regularly to monitor the impact of project related risks, such as COVID-19; mitigation is also agreed at project team meetings.

**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**

(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:**

**Age:** Queenswood Court has an average age of 77. Queenswood Heights has an average age of 48, we do not deem any other equality characteristics to be affected.

**Carers:** Residents who rely on or need carers will need to be considered when the flat installation is to be undertaken and also in regards to communication. Disruption to carer services throughout the planned works will be avoided.

**Disability:** Residents who require more assistance will need to be considered when the flat installation is to be undertaken and also in regards to communication.

**Race:** All residents will be informed and communicated with regarding the planned works. Any residents requiring more support in relation to language and communication barriers will be supported on an individual basis.

### Stakeholders

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Services users | <input checked="" type="checkbox"/> Employees | <input type="checkbox"/> Trade Unions         |
| <input checked="" type="checkbox"/> Partners       | <input checked="" type="checkbox"/> Members   | <input checked="" type="checkbox"/> Suppliers |
| <input type="checkbox"/> Other please specify      |   |   |

### Potential barriers

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Built environment                                    | <input checked="" type="checkbox"/> Location of premises and services |
| <input type="checkbox"/> Information and communication                                   | <input checked="" type="checkbox"/> Customer care                     |
| <input checked="" type="checkbox"/> Timing   | <input type="checkbox"/> Stereotypes and assumptions                  |
| <input type="checkbox"/> Cost  | <input checked="" type="checkbox"/> Consultation and involvement      |
| <input type="checkbox"/> Financial exclusion   | <input type="checkbox"/> Employment and training                      |
| <input type="checkbox"/> specific barriers to the strategy, policy, services or function |   |

#### Please specify

Tenants and stakeholders have been updated on a regular basis, effective communication will continue throughout the works.

### 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

<b>8a. Positive impact:</b>
<p>The works will seek to provide greater housing standards and quality to the Queenswoods blocks, affecting residents and the leaseholder across all equality characteristics. In addition, other specific positive projects are detailed below:</p> <ul style="list-style-type: none"> <li>• Heating resident's homes and improving the heating efficiencies will help reduce fuel poverty for residents and improve their wellbeing and comfort.</li> <li>• The works will provide more controllable heating for residents.</li> <li>• Reduce the maintenance servicing and repairs on equipment.</li> <li>• Average energy bills will be reduced for each home.</li> </ul>
<b>Action required:</b>
<ul style="list-style-type: none"> <li>• Ensure access and egress is maintained.</li> <li>• A communications plan is to be developed on the recommended approach for site works.</li> <li>• Contractor to liaise with residents and respond to their needs and requirements.</li> <li>• Residents to receive training on the new system.</li> <li>• Sequencing of works to be planned to lower risk of disruption to residents.</li> </ul>

<b>8b. Negative impact:</b>
<ul style="list-style-type: none"> <li>• Residents of Queenswood Court and Queenswood Heights may become unsettled with the removal of their existing heating system and new installation works.</li> <li>• The local main roads and site entrances will experience greater traffic and greater amounts of parked construction vehicles; causing difficulty with parking spaces.</li> <li>• Public rights of way near to the sites may have to be temporarily deviated to a safer route.</li> <li>• Installation works on site may cause unacceptable levels of noise pollution, dust and debris, a temporary reduction of green space could result in residents' complaints.</li> </ul>
<b>Action required:</b>
<p>A range of considerations will be taken into account by the construction contractor when carrying out these planned works, so that these works are taken forward appropriately and safely. These include;</p> <ul style="list-style-type: none"> <li>• Carrying out due diligence prior to commencement of any planned works to minimise resident disruption, and maintain safety standards.</li> <li>• Establishing and maintaining a communications strategy which meets the needs of the council and the residents.</li> <li>• Operating with openness and transparency in their methods for maintaining safe standards of work.</li> </ul> <p>In addition, Leeds City Council will:</p>

- Work with partners including West Yorkshire Police and West Yorkshire Fire Service to ensure that community safety and security is maintained.
- Engagement with the Highways & Transportation team, to oversee the establishment of onsite traffic flow management systems which allow sustained access to the site to all vehicles and permit sufficient parking.
- Explore whether public rights of way need to be temporarily diverted. If deemed necessary the appropriate application/regulation order will be arranged.
- Ensure a construction phase plan and health and safety plan are implemented, to ensure that safety standards are maintained for residents.
- Offer increased support to the residents affected by the works.

**9. Will this activity promote strong and positive relationships between the groups/communities identified?**

Yes

No

**Please provide detail:**

In the long term, investment in sustainable and efficient heating systems could serve all equality characteristics.

**Action required:**

None.

**10. Does this activity bring groups/communities into increased contact with each other? (for example, in schools, neighbourhood, workplace)**

Yes

No

**Please provide detail:**

**Action required:**

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

Yes

No

**Please provide detail:**



<b>Action required:</b>

## 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)

Action	Timescale	Measure	Lead person
<p><b>Communications</b></p> <p>As part of this project a Communication Plan will be developed and maintained to ensure regular and effective communications with:</p> <ul style="list-style-type: none"> <li>Residents at Queenswood Court and Queenswood Heights.</li> <li>Other key stakeholders and ward councillors.</li> <li>Appropriate public notifications of the Rights of Way / Road Access and Closure, if necessary.</li> </ul>	<p>The communications plan is a live document and is being used and updated through the course of the project and will determine the communications going forward.</p>	<ul style="list-style-type: none"> <li>Adherence to the planned communication outputs within the Communications Plan.</li> <li>Timely and consistent messages released.</li> </ul>	<p>Paul Rounding</p>
<p><b>Stakeholders</b></p> <p>As part of the planning for the planned works, health, safety and security will be considered for the residents and the contractors:</p> <ul style="list-style-type: none"> <li>Working closely with partners to ensure that community safety is maintained.</li> <li>Increased support will be provided to residents (Health and Safety plan).</li> <li>Contractor staff will be encouraged to undertake training to ensure all aspects of equality and diversity are understood and implemented.</li> </ul>		<p>Any concerns that arise will be dealt with in a professional and appropriate manner, in line with the contractor's equality and diversity policy.</p>	<p>Paul Rounding</p>
<p><b>Notifications</b></p> <p>The required resident and site notices will be in place.</p>	<p>The appropriate building notices will be drafted by the construction contractor or Housing prior to works commencement.</p>	<p>Building contractor's responsibility with support from Leeds Housing.</p>	<p>Building Contractor / Housing</p>

<b>Action</b>	<b>Timescale</b>	<b>Measure</b>	<b>Lead person</b>
<p><b>Impact to surrounding public areas</b></p> <p>The Highways &amp; Transportation team will work with the construction contractor to oversee the establishment of onsite traffic flow management systems which allow sustained access to the site for all vehicles and permit sufficient parking, for carers / emergency vehicles and residents.</p>	<p>The appropriate system will be designed prior to works commencement and implemented during the planned works as needed.</p>	<p>The appropriate application/regulation orders will be released in the public domain.</p>	<p>Building Contractor / Housing</p>

**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
Paul Rounding	Capital Programme Manager	June 2021
<b>Date impact assessment completed</b>		<b>June 2021</b>

**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](mailto: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 <b>Governance Services</b>	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate <b>Directorate</b>	Date sent:
All other decisions – sent to <a href="mailto:equalityteam@leeds.gov.uk">equalityteam@leeds.gov.uk</a>	Date sent: