

Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

<p>Name or Brief Description of Proposal</p>	<p>The proposal is seeking to create a Local Authority Trading Company (LATCo) for the management, delivery and commercialisation of the following Council services:</p> <ul style="list-style-type: none"> • Housing operations and housing management • Waste management and collection • Car park operations • Parks and open spaces • Fleet Services • Street cleansing (including pest control) • Facilities management • Transport (Co-ordination)
<p>Brief Service Profile (including number of customers)</p>	<p>The services in scope are delivered across three service areas of the Council and affect around 560 FTEs.</p> <p>Housing Operations & Management sits within the Adults, Housing and Communities service area and is responsible for the day to day maintenance and management of the Council’s 16,500 homes. This involves helping people to manage their tenancies as well as delivering 52,000 internal and external housing repairs each year.</p>

Housing Management and Operations Functions Under Consideration	
Housing Allocations applications	x
Applications for transfers	x
Homelessness	x
Enforcement of tenancy conditions & civil litigation	x
Tenancy advice services	x
Dealing with overcrowding	x
Management of supported accommodation & liaison with Scheme Managers	x
Tenant Involvement	x
Dealing with applications for access to personal files & information	x
Dealing with Members & Ombudsman enquiries & freedom of information requests	X
Complaint resolution	x
Reception services	x
Home loss payments	x
Insurance	x
Liaison with housing benefit and council tax	x
Domestic violence and relationship breakdown	x
Concierge services	x
Estate inspections	x
Safety management	x
Customer Call Centre	x
Right to Buy Leaseholder Consultation	x
Asset Register	x

The majority of remaining services currently under consideration sit within Transactional & Universal Services and include the following: Car Park Operation Services, which operate an in-house one stop shop approach to the management and maintenance of the city's car parks over a 7 day period from a workshop located in Paget Street Industrial Units. It is linked by dedicated fibre to all Multi Storey Car Parks to maintain the Pay on Foot System and to New City Depot for Control Room operators who monitor the help points and Pay on Foot Systems 24/7.

Car Park Operation Functions Under Consideration	
Development of existing car park sites	X
Opening and closing of car parks (as directed by SCC)	X
Cash collection, counting and banking	X
Supply of parking tickets and other materials	X
Provide and maintain any equipment / solutions required to manage car parks	X
Provide help-desk type service to customers	X
Provide an administration service	X

The Parks and Grounds Maintenance Team delivers a number of services in support of sustaining and developing Southampton as a 'green city'. This includes management and stewardship of parks resources and assets (e.g. grass, shrub & hedge maintenance; litter removal and disposal; seasonal bedding & floristry; sports pitch maintenance etc.), allotment provision & maintenance; SLA's for Housing and Schools grounds maintenance; Tree management, risk assessment, maintenance and planning advice; Landscape design & construction; Play area design, installation, inspection & maintenance and Stewardship of SSSI's, SINCS, and areas of importance for wildlife amongst other things.

Parks & Open Spaces Functions Under Consideration	
Management and stewardship of the city's parks and green spaces, and associated resources and assets	X
Grounds Maintenance	X
Landscaping	X
Maintenance of sports centre sports pitches, athletics facilities, and synthetic football, hockey, netball and tennis courts.	X
Provision and maintenance of public pay and play facilities i.e. mini golf, pitch and putt, tennis	X
Play Area installations, inspections and maintenance	X
Maintenance of urban games provision e.g. skate parks, baseball courts, and MUGA's	X
Arboriculture Services	X
Allotments	X

The Transport Services under consideration are:

Transport Functions Under Consideration	
Children's services transport e.g. Home to school transport	X
Courier Service	X

The Street Cleansing Service is organised into three District Teams (East, West and Central) and a specialist City Centre Team. The resourcing of the maintenance of the various land designations set out in the EPA supports a frequency of operation that ensures general compliance with the requirements of the Act (e.g. daily cleaning of zone 1 retail areas). Where an area is reported to fall below acceptable standards between routine visits, this will instantly generate a specific job task to be undertaken by the service's rapid response unit. The team also incorporate a small pest control team.

Street Cleansing Functions	
Cleaning of city centre and district centres	X
'Zonal' cleaning of residential areas	X
Routine cleaning of city's major gateways and arteries	X
Graffiti, fly posting and fly tipping removal and control	X
Rapid response to urgent cleansing customer reports (dog fouling, sharps, hate-crime graffiti, fly tipping, localised litter build-ups)	X
Autumn leaf clearing from city's Streets	X
Weed control on highways, footpaths and hard standing	X
Educational and enforcement promotions and campaigns to improve cleanliness of city.	X
Care and management of city's inventory of street litter bins, including replacement of damaged items and installation of new bins.	X
Eradication of rodent and insect pests	X
Collection of clinical waste	X
Cleansing of filthy or verminous premises	x

Waste Management Services provide alternate weekly collection of household waste and collection of recycling and glass; chargeable

fortnightly collection of garden waste; chargeable bulky waste collection service and bulky block and voids service for Housing. Commercial Waste Service includes schools; advice and information for bin storage and containers for new developments (chargeable service); education and enforcement initiatives; management of the waste disposal contract; a household waste recycling centre; glass banks across the city and the management of textile banks across the city which generate income.

Waste Management Functions Under Consideration	
Collect domestic and trade waste and recycling from homes and businesses	X
Deliver waste to transfer stations, incinerator and landfill	X
Disposal of commercial waste	X
Provide advice about waste disposal and collection options	X

Fleet transport is an in-house service provided to Council departments that require vehicles and equipment to run their services. It is a trading arm and has two strands to its service, 1) Policy and Compliance and 2) Fleet and Plant Management.

As a provider of vehicles to Council services, fleet transport has a statutory responsibility to make sure they are inspected, serviced and maintained in an efficient state, in efficient working order and in good repair in accordance with legal requirements and guidance from the Driver and Vehicle Standards Agency and the Health and Safety Executive. The service maintains/repairs and services over 900 vehicle and plants.

Fleet Service Functions under consideration	
Issue road fund licences	X
Vehicle servicing and inspections	X
Operator compliance, including driver licence checks	X
Vehicle maintenance and repair	X
MOT and other compliance testing	X
Legal and safety compliance	X
Management of the Council's Vehicle Operators Licence	X
Breakdowns, recovery and accident management	X
Holder of Operators Licence (O licence)	X

Taco monitoring	X
Driver training and assessments	X
Insurance claims	X
Vehicle procurement and replacement programme	X
Supply and management of fuel to fleet vehicles	X
Vehicle stores to enable repairs to be done as quickly as possible	X
Vehicle hire	X

The Facilities Management Service sit within the Growth service area of Southampton city Council are delivered for Civic Buildings. In addition support services are also delivered with the management of CCTV, cleaning contract, parking, security and reception services.

Facilities Management Functions under consideration (anything which is approved by Capital Board is out of scope).	
Civic Buildings Cleaning	X
Reception services	X
Security services	X
Maintenance of all external and internal areas, all structures, fabric, finishes and fixtures and fittings	X
Repair and replacement of all defective or non-serviceable parts	X
Maintenance of mechanical and electrical services and systems	X
Portable appliance testing	X
Maintenance of portable firefighting equipment	X
Reporting requirements for health and safety.	X

Summary of Impact and Issues

Customers

There is a risk that some services may experience a dip in performance during transfer of services in to the LATCo.

Staff

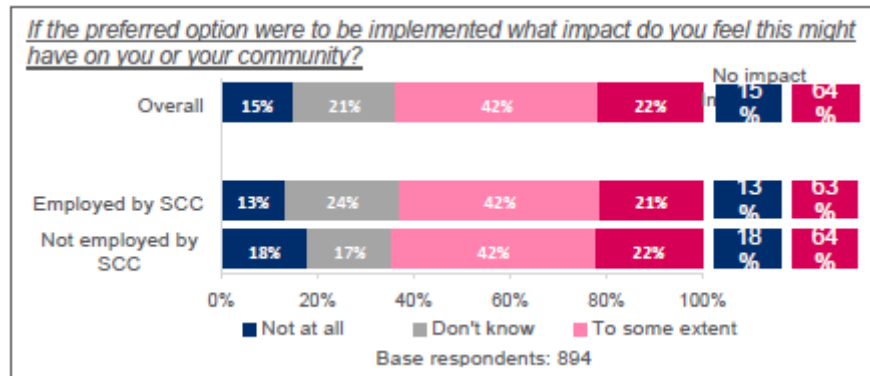
Further work is required to determine the impact on staff in relation to secondment and / or TUPE arrangements and wider governance issues around the ownership and control functions of the Council.

Feedback received: The initial consultation on the establishment of a Local Authority Trading Company took place between 15 June 2017 and 13 July 2017. In total, 923 responses were received on the proposals from a range of staff and members of the public.

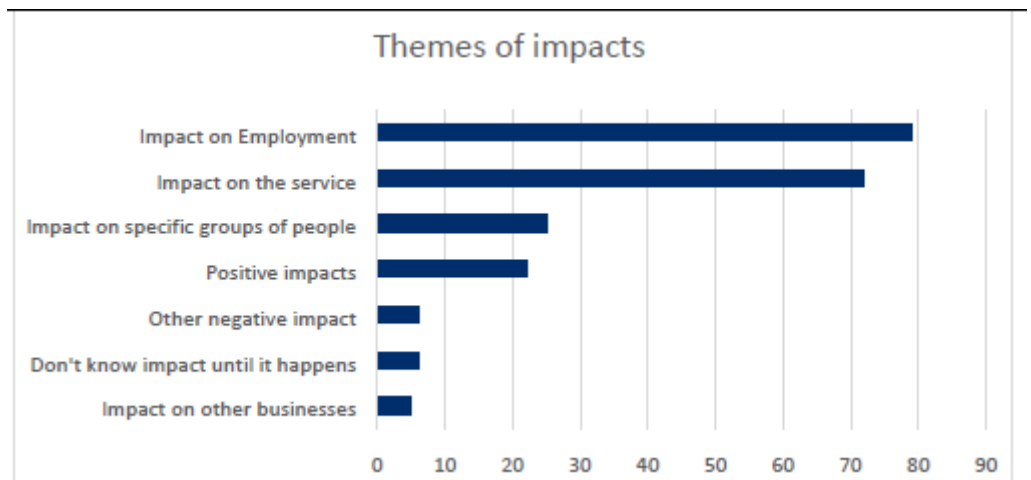
The response to the consultation showed a high level of agreement with the need for services to change to deal with the challenges we face

(78%). Overall 63% of all respondents agreed with the preferred option to create a Local Authority Trading Company. There was 58% overall agreement with the proposed services in scope.

In total, 894 respondents (97%) answered the consultation question about the impacts the proposals would have if implemented. The majority felt there would be an impact on them or their community, with 64% of all respondents suggesting they would feel some impact (full break down in the figure below).



Respondents were also given the opportunity to suggest any impacts they or others might face if the proposals were implemented. In total 156 respondents answered this question, the main themes of the impact comments are shown in the graph below.



The most frequently identified impact related to employment, these made up 51% of the impact comments. The second most frequently identified impact related to the potential impact on the service, these

	<p>made up 46% of the impact comments. The third most frequently identified impact related to the potential impact on specific groups of people, these made up 16% of the impact comments. Some of the specific groups mentioned in these comments were, vulnerable people, people with disabilities, lower income households, socially isolated people, older people, BAME, Tenants and children and young people. Many of these groups have been identified as impacted with little information as to how.</p> <p>All identified impacts have been noted and as proposals are developed and further consultation is undertaken plans can be put in place to mitigate against any negative impacts establishing a Local Authority Trading Company may have.</p>
Potential Positive Impacts	<p>Customers: The LATCo will build on existing service quality and improve the service experience to customers (citizens, businesses and visitors) through the development and improvement of service offerings. It will also seek to source and secure new revenue streams from external business with third parties in order to address decreasing funds from central government and invest surpluses into existing services;</p> <p>Staff: The LATCo presents opportunities for employees in the form of additional and has the ability to provide management with greater flexibility to shape future service provision.</p>
Responsible Service Manager	
Date	

<u>Approved by</u> <u>Senior Manager</u>	Richard Crouch – Chief Operations Officer (Customer Experience)
Signature	Richard Crouch
Date	8 January 2018

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	No specific impact at this stage	
Disability	No specific impact at this stage	
Gender Reassignment	No specific impact at this stage	
Marriage and Civil Partnership	No specific impact at this stage	
Pregnancy and Maternity	No specific impact at this stage	
Race	No specific impact at this stage	
Religion or Belief	No specific impact at this stage	
Sex	No specific impact at this stage	
Sexual Orientation	No specific impact at this stage	
Community Safety	No specific impact at this stage	
Poverty	No specific impact at this stage	
Other Significant Impacts	None	