



# Dacorum Borough Council - Community Impact Assessment for Total Asset Management Contract

## 1. About the Project, service change or policy development

Responsible officer	Group Manager Property and Place
Name and description of project, service or policy	
<p><b>Total Asset Management Contract</b></p> <p>The Council own around 10,000 social homes for rent and have landlord repairing and management obligations for a further, 1800 leasehold properties.</p> <p>There are a number of statutory requirements in respect of the maintenance of these properties, contained within the Housing Act 1985, Part II, The Homes (Fitness for Human Habitation ) Act 2018 and the Landlord and Tenant Act 1985. As well as specific requirements set out in these pieces of legislation the Council are required to comply with the Public Sector Equalities Duty, which requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities.</p> <p>In 2012 an options appraisal identified a number of delivery models, from which a preferred model was identified to deliver the responsive repairs and improvements, to the social housing portfolio. The outcome of the options appraisal was to deliver a single supplier model for both elements, repairs and improvements, under one Total Asset Management contract.</p> <p>Gas servicing and specialist mechanical and electrical works were procured separately and are delivered using specialist contractors, as each area requires specialist trades and knowledge.</p> <p>Tenant representatives were involved in the options appraisal and subsequent procurement process, to ensure that their views were represented in the selection of both the model and the service provider.</p>	

## 2. Identifying the community impact

<b>What impacts will this change have on the community?</b> Information considered when assessing the Community Impact of the TAM contract included our <a href="#">equality profiles</a> , available for a number of demographic groups in Dacorum, and <a href="#">Spotlight on Dacorum</a> , which provides information about the Borough as a whole and signposts users to detailed statistics at ward / postcode level through neighbourhood statistics.			
	Positive	Negative	<b>What are the positive and negative impacts?</b> How will the positive impacts be enhanced? How will the negative impacts minimised/eliminated?
<b>The community in general</b> e.g. social or economic benefits or negative impacts	✓		<u>Positive impacts enhanced:</u> <ul style="list-style-type: none"> <li>• The contract required all bidders at tender stage to provide details as to how they would support the Social Value Act in respect of social, economic or environmental impacts. These were assessed and scored as part of the overall contract award and require Osborne to wherever possible, increase the use of local suppliers, increase local employment and undertaking a number of community initiatives throughout the term of the contract.</li> <li>• The Contract is reviewed at the fifth anniversary of the commencement and adherence to these principles will form part of the review and ongoing requirements for the remainder of the contract duration.</li> <li>• The contract seeks to make the best use of community involvement and where possible ensure it can have long-term benefits. The focus is primarily on Housing tenants and leaseholders, however where wider community benefits are derived across all tenures, this is encouraged.</li> <li>• Ensuring accessibility to information - availability of information online may help reduce barriers to involvement for those with physical disabilities.</li> <li>• For Plan making documents, we strive to involve as many sectors of the local community as possible. The SCI includes consultation methods designed to reach all groups including 'hard to reach' groups. For example, community or voluntary organisations representing racial/ethnic Groups (e.g. Herts Equality Council) and religious bodies are also included as organisations that should be consulted wherever appropriate. Proactive engagement with organisations representative of certain groups such as the National Federation of Gypsy Liaison may also be appropriate.</li> <li>• To provide a service which is accessible and affordable to all. The wide variety of consultation methods employed should enable all to have an</li> </ul>

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		✓	equal opportunity to be involved (if they wish to). Reasonable adjustments made where required.  <u>Negative impacts minimised:</u> <ul style="list-style-type: none"> <li>Those with vulnerabilities, poor literacy skills or those with poor internet accessibility or notifications. The variety of engagement methods provides communities with every opportunity to engage on Housing and issues relating to the supply of services. We recognise that people with literacy issues may need assistance so Council officers and Osbornes resident liaison officers are available to provide assistance and to make the process accessible to the widest audience. For those customers unable to access information online alternative access methods are available.</li> </ul>
<b>On DBC as an organisation</b> e.g. on staff or operations	✓		Positive aspects: <ul style="list-style-type: none"> <li>Osborne are required to engage with the Housing service Strategy, Engagement and Improvement Team, to ensure that any events align with the service objectives and are able to reach as many tenants and leaseholders as possible.</li> </ul>
<b>The specific demographic considerations or characteristics</b> e.g. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation - specify where impacts are different for different considerations	✓		Positive Impacts: <ul style="list-style-type: none"> <li>Throughout all of the elements of contract delivery and community involvement, every effort is made to enable all to have an equal opportunity to access the service and to be involved. Where protected characteristics<sup>1</sup> are known, appropriate adjustments are made to ensure access to the service. Wherever possible adjustments are made to the scheduling or delivery of works carried out on site, have due regard to the approach and impact upon residents.</li> </ul> <p><u>Positive Impacts enhanced</u></p>

<sup>1</sup> E.G. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation

		<ul style="list-style-type: none"> <li>• There is awareness in the Housing Service that some individuals with protected characteristics<sup>1</sup> are not engaging with the tenant involvement opportunities, for example, young people, and ethnic community. There have been a number of campaigns and events run by the service, supported by Osbornes, i.e. The Family Fun day, which aimed to attract a more diverse tenant representative forum.</li> <li>• Feedback from the Tenants and Leaseholders surveys is provided to Osborne so that they can consider how to address any areas whereby improvements can be made to revise the service to support those with a protected characteristics<sup>1</sup></li> <li>• As above, by using a wide range of engagement methods and tools, it gives an opportunity for some individuals with protected characteristics<sup>1</sup> to get further opportunities to get involved in shaping the delivery of the TAM service.</li> <li>• The extensive use of the website in terms of providing information on various options to report repairs or become actively involved provides an opportunity for a wide range of people to get involved in shaping the service including those who cannot go to events / come to the office (due to their age / disability).</li> <li>• The Council and Osborne do provide support to deal with requests for help to access the documents</li> </ul>
<p><b>The environment</b> e.g. effects on the climate, trees, amenity space, biodiversity, water, energy, waste, material use, air quality</p>	✓	<p><u>Positive aspects enhanced:</u></p> <ul style="list-style-type: none"> <li>• Specific Targets relating to minimising waste and the appropriate specification on materials used in the contract are designed to consider any adverse impact on the environment and where materials with a lower environmental impact, can be used, these are considered.</li> <li>• Electronic communication and responses limit printing (and associated costs) which have negative effects on the environment.</li> <li>• The use of IT interfaces to reduce the need for printing of documents.</li> </ul>
<p><b>Any community issues identified for this location</b>, if the project is based in a specific area – state if this is not applicable e.g. if there are no specific issues for this location or if the project is district-wide</p>	✓	<p>The TAM contract is delivered district-wide, served from a centrally located main depot in Hemel Hempstead.</p> <ul style="list-style-type: none"> <li>• Regular monitoring of contract performance against a set of key performance indicators is undertaken and reported monthly to the senior management team and quarterly to members of</li> </ul>

			the Housing and Communities Overview and Scrutiny committee.
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<p>What evidence have you used to assess the impact on the community?          What baselines have been established and what data will be used to monitor the impact?</p>
<p>There is national, regional and local evidence available (such as the Census 2011) which shows that some individuals with protected characteristics<sup>1</sup> can face barriers in employment, access to services and information, participation in decision making and in consultation.</p> <p>This Community Impact Assessment has not identified any potential for discrimination or negative impact, all opportunities to advance equality have been considered, and adjustments made. This is a refresh of a history Equalities Impact Assessment document and the fundamental principles have not changed. However, Osborne, in the delivery of the Total Asset Management contract, work to identify any additional adjustments that can be made to the service to improve the access and customer journey for those tenants and leaseholders as appropriate.</p>

<p>What steps have you taken or plan to take to consult the whole community or specific groups affected by the service or policy development?          E.g. on-line consultation, focus groups, consultation with representative groups?</p>
<p>Prior to the contract procurement and award, the Council undertook work with the Maintenance Focus Group and undertake bi-annual STAR surveys to assess the requirements of the service users.</p> <p>A meet the buyer event was held for local suppliers to meet the last three suppliers that were in the procurement process, to enable ongoing working relationships to be developed and continue to assist with the employment of locally based labour.</p> <p>There is ongoing engagement through the Tenant and Leaseholder Committee and through other engagement activities, facilitated by Osborne or the Council.</p>

### 3. Review

How will you review the impact, positive or negative once the service or policy has been implemented?		
<i>Action</i>	<i>By when</i>	<i>By who</i>
Improved involvement of all individuals with protected characteristics <sup>1</sup> in resident engagement activities, to enable an improvement in how many individuals with protected characteristics <sup>1</sup> get involved in supporting and shaping the service.	Summer 2019	Strategy, Engagement and Improvement Team. Osbornes Community Investment Manager
Continue to monitor the demography of participants and consider how to increase participation from any under-represented groups.	Annually	Strategy, Engagement and Improvement Team.
Review the consultation methods at the end of each consultation to determine if the approach is working or if an early review is necessary	Following key consultation exercises	

Name of responsible officer: Adrian Hoole

Reviewed and signed off by: (relevant Group Manager)  
 Alan Mortimer

Role: Property and Place Contracts Team Leader

Role: Group Manager (Property and Place)

Date:

Date:

