

MID SUSSEX DISTRICT COUNCIL

Customer Impact and Needs Assessment

Title of Policy/Service/Contract: Property & Asset Maintenance

Division: Legal & Property Division

Lead Officer: Emma Grundy

Date Assessment completed: 23 May 2012

1. SCOPING

1.1 What are the aims of the policy, service/service change or contract?

Maintain the Council's operational buildings in a fit for purpose condition (including statutory requirements).

Where possible, improve the Council's buildings in line with customer aspirations, needs and Equality issues.

Maintain drainage assets and work with residents, Development Control and other authorities to reduce the risk of flooding in the District.

Keep and maintain all operational property mechanical and electrical equipment and installations in an appropriate statutory and safe condition and try to ensure energy efficient installations are used wherever possible.

Prepare and keep up to date all appropriate health & safety policies, procedures and forms for the organisation.

1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?

The section deals with work needed to MSDC properties and instructions are mainly in response to internal customer requests. However, we manage the operational properties which are accessed by the general public so failures in our service will affect external customers also.

1.3 If your service is likely to use contractors you need to consider whether equality is a core contractual requirement by asking the following questions:

a) is the purpose of the contract to provide services directly to the public and is it considered relevant to equality?

NO

b) Is the provision of Goods, Works or Services in question likely to affect, directly or indirectly, your ability to meet the duty to promote equality? No

c) is the contract value £1 million or over?

NO

If the answers to the questions are “no” then equality will not be a core requirement of the contract and will have a low relevance to equality issues, and if the answers are “yes”, equality will be a core requirement of the contract and will have medium or high relevance to equality issue. See Appendix One of the MSDC Guidance Document “*Integrating Equality and Diversity into Procurement*” for further information on determining the relevance of equality and what measures you will need to consider to ensure contractors comply with the Council’s equality policies and schemes and relevant legislation.

1.4 will the contract have an impact on the community and Race Relations or other Equality issues?

Contracts for building works should include Equality issues to the current required standard i.e. disabled toilets, access etc.

1.5 where Equality issues are identified as core, how will the Council consider it at each stage of the procurement/contract process?

Compliance with current statutory and recommended best practice.

1.6 where Equality issues are identified as core, what arrangements will we require for monitoring Equality aspects of the Contract throughout its lifetime?

n/a

1.7 is it necessary to include a reference to Equality in the Tender Advert / OJEU Notice?

1.8 is it necessary to include a reference to Equality in the Specification?

Yes – where there are new build or refurbishments which provide the opportunity to improve Equality aspects of the facility

1.9 is it necessary to include Equality issues in the Key Performance Indicators?

Number of facilities (public toilets and pavilions) which comply with current legislation could be provided as a PI.

1.10 is it necessary to request a Method Statement to indicate how an equitable service will be provided?

No-any relevant works will be requested by MSDC and any building works will provide method statements for those works as part of the contract management documents required by the Council as standard.

1.11 if the Contract is for Goods, will the goods which are to be supplied meet the needs of a particular racial or other minority group?

n/a.

2. Assessment of Impact and Needs - Supported with evidence from Data and Consultation
(See Guidance Notes for information on completing this section)

	Opportunity to promote equality and/or barriers to service/differential impact	Evidence base (e.g. from consultation, local or national data)	Current actions taken to address these	Further actions required
Race	All signage is in English. Interpreting service available if needed. Equality audits recommend braille signage although there is limited evidence of actual need for this.	n/a	Nothing at present but could provide if need identified.	None at present
Religion or Belief	No barriers to use	All buildings are general purpose buildings	None necessary	None
Gender and gender reassignment	All public toilets are gender specific. Some pavilions are not.	Building surveys	Opportunities to improve facilities in the pavilions as part of routine repairs and maintenance.	This may need to be given higher priority where certain facilities are hired to playgroups etc. It is proposed that revised condition surveys are undertaken within the next 12 months of all operational assets and these issues will be investigated at the point of carrying out these surveys.
Pregnancy and maternity	All public toilets have baby change facilities but not all accessible for male / female	Build characteristics of existing facilities.	Included as part of previous Repairs and Renewals programme.	Opportunity to improve with any future refurbishment

	Opportunity to promote equality and/or barriers to service/differential impact	Evidence base (<i>e.g. from consultation, local or national data</i>)	Current actions taken to address these	Further actions required
Sexual Orientation	No barriers to use	None applicable	None necessary	None
Disability	DDA audits show that several pavilions require major refurbishment to provide suitable facilities.	DDA audits	Consideration of DDA audit finding and options to respond.	Set programme of DDA audits for all operational properties
Age	No barriers identified	None applicable	None necessary	None
Socio-economic factors e.g. Income or Skill Level, living in a deprived area	No barriers identified	None available	None necessary	None
Living in a rural area.	Not all facilities are provided in all rural areas	Asset register of properties and condition surveys	The council is providing new facilities where possible (such as new public toilets in East Grinstead) and working with parish and town councils on issues where appropriate	On-going monitoring and review of facilities and discussions with other organisations

3. ANALYSIS AND ACTION PLANNING

Any gaps in information or provision, opportunities to promote equalities and/or barriers to services identified above need to be translated into SMART targets and recorded here. These actions then need to be incorporated into service plans so that they can be monitored at service level and also as part of a corporate equalities action plan.

Issue	Action/Target	Lead Officer	Deadline	How will impact be measured?
DDA audits show that many pavilions require major work to provide fully accessible facilities. Toilets, single sex changing, disabled access etc.	Equality audit to be undertaken to provide accurate picture of issues and proposed action plan to be devised and costed for consideration	Emma Grundy	June 2013	Effectiveness of action plan in delivering improvements in accessibility of pavilions.
Oaklands campus is not accessible in a number of areas, i.e. public gallery to chamber, 1 st and 2 nd floors of east and west wings not served by lifts.	Equality audit to be undertaken to provide accurate picture of issues and possible solutions identified for discussion by senior management team	Emma Grundy	June 2013	Effectiveness of response to audit in improving the accessibility of the Oaklands campus.
Improving access to facilities	Explore any opportunity for external funding for improving facilities (i.e. Changing Places)	Emma Grundy	June 2013	Extent of additional funding received and subsequent improvements in accessibility.

4. Signing off this assessment and action plan



Signature

Date ...2nd July 2012.

Person undertaking the assessment (Emma Grundy)

SignatureTom Clark.....
Head of Service

Date ...2nd July 2012.