

Service being assessed	Construction Services
Who will be involved in completing this assessment?	Glen Holmes, Service Manager – Construction Services
Date of Review	28 June 2011
Date of Next Review	28 June 2012
What is the purpose of the service?	<p>To deliver the Council's capital and revenue programmes in relation to improvements, refurbishment and maintenance of public and commercial buildings.</p> <p>To provide facilities support and portering services in the Councils Admin Buildings.          To plan and manage Health and Safety eg emergency evacuation, asbestos checks etc.          To manage cleaning contracts, trade /confidential waste collection contracts, air conditioning servicing / maintenance contracts.          To manage the booking system for Civic /meeting rooms.          To book accommodation, conferences, transport, training etc.</p> <p>The Construction Services team was set up in 2010 when the Council restructured and consists of former Community Housing and Customer Support Services staff.</p>
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy.

<p>The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> <li>1. Eliminate discrimination</li> <li>2. Advance equality of opportunity</li> <li>3. Foster good relations between different parts of the community</li> </ol> <p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy &amp; Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>The service engages with staff, consultants, contractors, suppliers, statutory bodies and customers from all parts of the Borough and nationally.</p> <p>Information is provided in alternative formats and languages upon request, however not many requests are made. Visits are undertaken (as required) to each site during the year where face-to-face meetings can take place to clarify any questions a customer might have. Communications can also be carried out by telephone, email or post – whatever is appropriate for each individual.</p> <p>The manager works closely with the team to ensure that discrimination is eliminated by addressing any remarks or behaviour which may indicate that anybody may be receiving less favourable treatment. Corporate standards of behaviour are in place and a copy of these standards are issued to each member of staff.</p> <p>Buildings are improved or refurbished with access in mind. The team ensures that access into and circulation around the buildings will (where reasonably practicable) be in accordance with equalities, planning and building control legislation.</p>
<p>How will you know that service is working as it should?</p>	<ul style="list-style-type: none"> <li>• Feedback from people using the Council’s buildings – customers, visitors and staff</li> <li>• Access statements</li> <li>• Discussions at department and design team meetings</li> </ul>
<p>What data have you used to help you make this assessment?</p>	<ul style="list-style-type: none"> <li>• Feedback from customers</li> <li>• Sign-off of projects by customers</li> <li>• Planning and building control consents</li> <li>• Contracts with community associations</li> </ul>

<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>None required at this stage.</p>
<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p><b>Project Work</b> For project work the client (customer) is consulted and involved from inception through to handover. This would include assisting the client in defining their requirements.</p> <p><b>Booking Public Rooms</b> The Council reserves the right to refuse applications for room hire if it is felt that the purpose of the booking is in any way inappropriate with regard to discrimination and inequality. This is made clear in the terms and conditions.</p> <p>Consideration would be given to any special needs/requirements and arrangements put in place by the facilities /support services team where reasonably practicable.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p><b>Who benefits?</b> Customers, visitors, staff.</p> <p><b>Who should be expected to benefit but don't – Why not?</b> Not applicable.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> <li>• <b>No major changes</b></li> <li>• Adjust the policy</li> <li>• Continue the policy</li> <li>• Stop and remove the policy</li> </ul> <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, equality impact assessments will be completed.</p>

What now needs to be done and by who?	To ensure that contractors are compliant with equalities legislation.
Signed off by	Glen Holmes, Service Manager – Construction Services