

## Equality Impact Assessments for services and annual service plans

An EIA is a tool which will help you assess whether there are any barriers in place that prevent any of the diverse range of customers you target from benefiting from the service that you provide. It is an opportunity for you to check whether your service adequately meets the range of needs of your current diverse customer base (on the basis of age, disability, gender/gender identity, race, religion or belief, and sexual orientation) and will continue to do so for new / emerging groups.

In addition, the EIA considers whether the service you provide is equitable for all customers in line with your service objectives and intended outcomes.

### What to do

Your operational service plan contributes to your Division's service planning process. However, the divisional service plan cannot contain the level of detail on your customers that affects the ability of them to access your service on a day to day basis. Therefore, your service area should carry out a regular EIA to inform you about how you are managing the range of your customers' diverse needs. Otherwise, you cannot be assured that your service is providing 'value for money' for the services it delivers.

Discuss the questions in the attached template with the officers involved in developing your annual service plan. You will also need to identify when and how you will involve stakeholders in your EIA process.

The Council's statutory Duty to Involve means that a range of stakeholders including **members of service user groups (don't forget children and young people), working groups, partnerships, consultative forums etc.** should be involved in service analysis, planning, implementation and review. Please ensure that the evidence on which you base your service and annual service plans includes this kind of input. If it is not present, identify it as a gap in your EIA and say in your action plan what will be done to close this gap.

Identify whether there are any issues arising from the EIA questions that need to be addressed within your operational service plan. If there are, discuss with the group what actions can be taken to reduce or remove these negative impacts affecting the service's customers. Set these actions out in an action plan. Be specific as to which actions apply to a particular diversity group, or whether they are for all customers.

The actions arising from this EIA should be incorporated in your operational service plan and regularly reviewed to determine their success in addressing the issues highlighted and therefore reducing any negative impacts identified for your customers.

The completed template should be forwarded to the Corporate Equalities Team to be posted on the Council's website, and you should share your EIA findings with your staff and other user/stakeholder groups interested in your service.

## **Equality Impact Assessment for services and annual service plans**

### **Name of service**

**Extending District Heating & Combined Heat & Power (CHP) in Leicester**

### **Date of assessment:**

<b>Start date</b>	<b>Completion date</b>
__ - 26/09/08 __ - -----	__ Revision 10/11/10- __ - __ -----

<b>Lead officer and Contact details</b>	Debbie White Project Manager 0116 2995138 (39 5138)
<b>List of other(s) involved</b>	Dave Pate – Director, Housing Services Tony Haselip – Housing Services Chris Burgin – Landlord Services Manager Helen McGarry – Service Improvement Manager Jackie Gale – Account/Administration Manager Gurjit Minhas - Strategy & Performance Officer (Equalities Lead)

### **Question:**

<b>1a.</b>	<b>What does the service do? What are its aims and objectives? Who are the service's target audience?</b>
<p>This assessment relates to changes to district heating services. The Council currently provides district heating to residents and non-residents from boiler houses at St Marks, St Matthews, St Peters, St Andrews, Aikman Avenue and Beatty Avenue. The service has been tendered out to a private utility supplier who will take over elements of the service to include: operation and maintenance of boiler houses; upgrading/replacing existing boilers to provide combined heat and power (CHP); extending the district heating service network across the City to allow other users to connect. Responsibility for billing and collecting payment remains with the Council. The Council will remain the first point of contact for tenants and leaseholders in case of problems; all work inside of homes will remain the responsibility of the Council.</p> <p>Aims and objectives include:</p> <ul style="list-style-type: none"> <li>• Contributing to the One Leicester Objective of reducing carbon emissions by 50% by 2025 (compared to 1990 levels) - specifically reducing carbon emissions by a minimum of 13,100 tonnes p.a. by 2019</li> <li>• Improving the City environment by reducing carbon emissions</li> <li>• Continuing to provide a reliable and efficient heat supply at an affordable price</li> <li>• Ensuring that the scheme is future-proofed and sustainable (i.e. the network is suitable for renewable and zero carbon fuels)</li> <li>• Recommendation that there is no change to price to residents and non-residents (see Final DH EIA for previous price rise assessment)</li> </ul> <p>Target audience is current tenants and leaseholders and non-residential buildings on district heating, along with potential future users.</p>	

<b>b.</b>	<b>Does the EIA assess the whole service or just a part of it? If so, which part?</b>
<p>Changes relating to the whole end to end district heating service. No price change is recommended and individual heat meters will not be installed, although a metering strategy is recommended.</p> <p>Any change on the above position would require an additional/amended EIA.</p>	

**Question:**

<b>2a.</b>	<b>Who are the service's customers? Which diversity groups currently receive the service?</b>
<ul style="list-style-type: none"> <li>• Council tenants and RTB leaseholders on District Heating, other LCC operational buildings on District Heating</li> <li>• New users should include Council administrative buildings, University of Leicester, HM Prison Leicester</li> </ul> <p>The equality profile of the tenants affected by the change to district heating is as follows (based on information disclosed by tenants):</p> <p>1.7% of the tenants are disabled  66% of tenants are from Black and Minority Ethnic (BME) backgrounds.  32% of tenants are over 60  51% of tenants are women</p> <p>The Income Management Team monitors its service users and the Housing Benefits Service monitors its recipients.</p>	
<b>b.</b>	<b>Is there any gap between the target audience and those currently using the service? Which diversity groups are not accessing the service? Why?</b>
<p>Although the improvements represent no change to the heat service received, no change to the customer care received and no change in cost of the service, some of the potential barriers as a result of tendering out the service may relate to:</p> <ul style="list-style-type: none"> <li>• Customer access to information about the changes</li> <li>• How information is communicated to users</li> <li>• The ease of use of information provided</li> <li>• Availability in different language formats</li> </ul>	
<b>c.</b>	<b>What action needs to be taken to increase/improve access to the service by these customers? What is your action plan?</b>
<p>To build on community engagement to date (has included presentation at tenant and leaseholder Performance Panel meeting; community meetings; five rounds of meetings with tenant and leaseholder representatives (including some Ward Councillors) in local NHOs, schools and libraries; tenant and leaseholder survey; newsletter (door to door delivery by TARA representatives in some locations); and article in City Housing News.</p> <p>Planned actions include letters to all district heating users; further presentation to Performance Panel; Information Events in the City (day and evening in December); an information centre open daily (December to March); further article in City Housing News; further leaseholder newsletter; additional meetings at variety of locations accessible to all diversity groups.</p> <p>In addition tenants will continue to be consulted on price in future via the Performance</p>	

Panel.

An Operations Board will be set up to represent all stakeholders and users including tenants and leaseholders.

Information Events will be promoted and made accessible to all communities/diversity groups.

**d. How well does the service take into account the changing demographic profile of the city and the needs of new / emerging communities? What customer changes are expected?**

Three of the estates that are connected to district heating are in highly deprived areas (indices of multiple deprivation). Tendering out and extending the district heating service will offer an upgraded and increasingly efficient heat service; an affordable heat service; a sustainable heat service; and the potential to introduce different fuels in the future in order to reduce reliance on gas as a fuel and reduce volatility of heat prices.

These changes take into account the needs of the diverse groups and vulnerable users.

**e. What action needs to be taken to ensure that customers from new / emerging communities have access to the service if needed? What is your action plan?**

The district heating service is a fixed service and accessible to all users in properties connected to the schemes.

In addition to promoting the Information Events and making information accessible on an ongoing basis, we will work with the TARAs to ensure that users from new/emerging communities are informed and are able to express concerns that can be addressed by being fed through the Operations Board, Performance Panel and other existing forums.

**Question:**

**3a. What outcomes does the service expect to achieve for its customers?**

- Improving the City environment by reducing carbon emissions
- Continuing to provide a reliable and efficient heat supply at an affordable price
- Ensuring that the scheme is future-proofed and sustainable (i.e. the network is suitable for renewable and zero carbon fuels)

An Energy Procurement Board will be established to include all senior users to obtain best prices on the market.

An Operations Board will be set up to represent all stakeholders and users including tenants and leaseholders.

**b. Are these outcomes being achieved? Are they being achieved across the range of diversity groups?**

On project delivery the project outcomes will be achieved across the range of diversity groups.

The current programme of community engagement has been welcomed across the range of diversity groups and will continue.

<b>c.</b>	<b>If these outcomes are not being achieved for any diversity group, what action can be taken to ensure that customers receive the intended benefits? What is your action plan?</b>
<b>d.</b>	<b>If these outcomes are not being achieved for some diversity groups, what action can be taken to ensure that these customers receive the same benefits as others? What is your action plan?</b>

## Action Plan

All boxes must be completed, and relevant actions included for your service, i.e. where no further action is required against a strand please state this.

Equality Strand/ Activity	Adverse impact identified	Action required	Anticipated outcome and when it should be measured	Lead Officer (Service Manager)	Timescale for action/ measurement
Age	Need for forum for group to be informed of changes and voice concerns	The project needs to ensure that accessible information is made available.	Improved understanding and access to information To be measured at end March 2011	Dave Pate and/or Contract Manager	Nov 2010 to March 2011
Disability	Need for forum for group to be informed of changes and voice concerns	The project needs to ensure that accessible information is made available.	Improved understanding and access to information To be measured at end March 2011	Dave Pate and/or Contract Manager	Nov 2010 to March 2011
Gender/Gender Identity	Need for forum for group to be informed of changes and voice concerns	The project needs to ensure that accessible information is made available.	Improved understanding and access to information To be measured at end March 2011	Dave Pate and/or Contract Manager	Nov 2010 to March 2011
Race	Need for forum for group to be informed of changes and voice concerns	The project needs to ensure that accessible information is made available.	Improved understanding and access to information To be measured at end March 2011	Dave Pate and/or Contract Manager	Nov 2010 to March 2011
Religion/ Belief	Need for forum for group to be informed of changes and voice concerns	The project needs to ensure that accessible information is made available.	Improved understanding and access to information To be measured at end March 2011	Dave Pate and/or Contract Manager	Nov 2010 to March 2011
Sexual Orientation	Need for forum for group to be informed of changes and voice concerns	The project needs to ensure that accessible information is made available.	Improved understanding and access to information To be measured at end March 2011	Project Manager and/or Contract Manager	Nov 2010 to March 2011

Other associated issues (if appropriate)	End of Project should not mean end of engagement in district heating concerns and improvements	Ensure ongoing engagement of all groups in metering strategy and energy efficiency strategy. Establish Operations Board	Quarterly monitoring and measurement	Dave Pate and/or Contract Manager	From March 2011 ongoing
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