

<b>Equality Impact Assessment Report</b>	<b>Please enter responses below in the right hand columns</b>
<b>Date to EIA panel, department, DLT or DMT</b>	Department 22.7.13 DLT 25.7.2013
<b>Sign-off path for EIA (please add/delete as applicable)</b>	DLT
<b>Title of Project, business area, policy/strategy</b>	Valuation and Asset Management Contract Valuation and Asset Management Services HRE
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<b>SLB Sponsor</b>	Head of Delivery Cluster

# London Borough of Lambeth Full Equality Impact Assessment Report

Please enter responses below in the right hand columns.

## 1.0 Introduction

### 1.1 Business activity aims and intentions

*In brief explain the aims of your proposal/project/service, why is it needed? Who is it aimed at? What is the intended outcome? What are the links to the cooperative council vision, corporate outcomes and priorities?*

### 1.1 Business activity aims and intentions Programme Links to Corporate Priorities

The vision for this procurement sits within the Corporate Plan priorities:

- A Caring Borough
- An Aspirational Borough
- A Secure and Strong Borough

This procurement supports the Council's vision to implement the Cooperative Council principles and to deliver community led, quality assured professional services which enables the Council to manage the many and varied aspects of the property portfolio which is currently valued at £1.85 billion. Also covered by the framework arrangement will be support for transport, planning and regeneration activities undertaken by the Council.

Valuation and Estate Management (VEM) work was first outsourced in 1996. Since then the Council has had three term contracts, the latest of which will expire on 31 January 2014. Essentially VAMS VEM operational work falls within the key areas:

- Landlord services – Property management
- General valuation – Right to Buy / Housing Transactions / Services where the Council is tenant / acquisitions and non residential sales
- Asset valuations – HRA stock valuation and rating services
- Statutory valuations – strategic consultancy and property advice, advice to the planning department

- Sales by auction
- Other property related professional services including transport related

The programme delivers the Cooperative Council principles:

1. The Council will provide Cooperative community leadership working with residents to set priorities.
2. Public services will be planned together and delivered through a variety of organisations, which will improve services to meet local need
3. There will be incentives for supporting the development of local services
4. The Cooperative approach will support enhanced access to employment opportunities
5. The Cooperative Council approach will provide enhanced access to services locally

### **Strategic Outcomes**

### **Strategic Priorities**

#### **Caring**

- Safeguard and develop the assets of Lambeth in the most appropriate and cost effective manner
- Target and develop key assets to maximise income and secure compliant buildings for the delivery of services

#### **Secure & Strong**

- Ensure buildings are fit for purpose
- Ensure that staff have a safe working environment
- Ensure that members of the public are not put at risk and have appropriate access e.g. Ensuring building comply with the Equality Act 2010.
- Aspirational
- Increase quality of the assets of Lambeth
- Raise income through prudent letting, sales and acquisitions
- Provide creative and innovative property solutions

### **Programme Objectives**

1. To support and develop community and stakeholder consultation and engagement processes to enable involvement and co-production of service delivery models
2. To deliver a range of professional services that are transparent and independent to inform decisions about the cooperative council service models in particular matters relating to the property assets of Lambeth.
3. To assess assets and site transfer to best protect community use in the future.

#### **The Cooperative Council Principles**

- Providing cooperative community leadership
- Ensuring cooperative planning delivered through a variety of organisations to improve services
- Providing incentives for supporting the development of local services
- Developing enhanced access to employment opportunities
- Developing enhanced access to services locally

The procurement of estate management and other property related professional services will allow the Council to

- Develop a robust platform for delivering against the Outcomes Framework of:-
  - Communities feel safer and more resilient
  - Cleaner and greener streets
  - More jobs and sustainable growth
- Support implementation and delivery of planning, regeneration and Council's growth agenda
- Align with cooperative commissioning aspirations to allow the intelligent client team to commission external suppliers to undertake the wide variety of work required
- Continue to meet its target of generating receipts from the sale of surplus assets - £100 million between 2010/11 – 2013/14.
- Generate £3.8 million of income from its commercial portfolio.
- Undertake statutory health and safety compliance and monitor planned preventative maintenance work to its building portfolio.
- Continue to generate savings by reviewing the Council's rating

assessments which has saved over £2.5 million since 2005.

- Undertake statutory asset, enfranchisement and Right to Buy valuations.
- Undertake various feasibility studies to support planning , regeneration and other special purpose initiatives
- Assist develop a Compulsory Purchase Order strategy
- Periodically re-value the residential property portfolio

Lambert Smith Hampton (LSH) have provided the full range of services either directly or indirectly using subcontractors. By January 2014 when the current contract expires LSH will have been operating for six years as Lambeth's professional VEM advisers.

The full range of services required are

Lot 1 - Landlord Services – Property Management – Commercial

Lot 2 - General Valuations; Right-to-Buy Valuations; Transactions for the Housing Dept.; Services where the Council is the Tenant; Acquisitions & Non-Residential Sales

Lot 3 - Asset Valuations; HRA Stock Valuations; Rating Services

Lot 4 - Statutory Valuations; Strategic Consultancy and Property Advice; Valuation & Property Advice to the Planning Department

Lot 5 - Sales of mostly Residential Property by Auction; Sales of mostly Residential property other than by Auction

It has been decided by HRE's DLT to procure future consultancy in three discreet streams

- Direct contract with single and reserve supplier
- Framework Agreement managed by Lambeth
- Draw down of services from existing national frameworks open to the Council

The range of services required by the Council will expand over the life of the framework while the Council develops as a commissioning cooperative council. In particular the development of joint ventures or public private partnerships, structuring delivery options, CPO and land assembly / appropriation for strategic planning purposes.

Work undertaken within the various service areas will in the main be carried out by consultants providing advice and guidance in a professional capacity e.g. property valuation, building compliance, planning approval.

The service streams that the contract will cover are:

- Commercial Estate Management Services – management of Lambeth’s commercial property portfolio including rent reviews and lease extension or renewals; rent collection; service charges
- Valuations – for a wide range of purpose both statutory and otherwise in respect of all Lambeth’s property assets
- Right to buy valuations – independent valuation of dwellings under the RtB legislation
- Property Disposals – sale through various options of surplus land and property
- Lettings – of commercial property at fair market rents
- Asset Valuations – periodic valuations of Lambeth’s commercial and housing property assets for both capital and rating purposes
- Building Consultancy – delivering a wide range of building related consultancy including compulsory purchase order strategy; transport infrastructure; town planning;

If this service was not undertaken, the Council would be unable to effectively manage its property assets which would lead to a significant loss of income and capital and significantly increase the Council’s property costs.

Every service provider will be expected to comply with the Equality Act 2010 and satisfy Lambeth that it is paying the London Living Wage. The use of a direct contract and

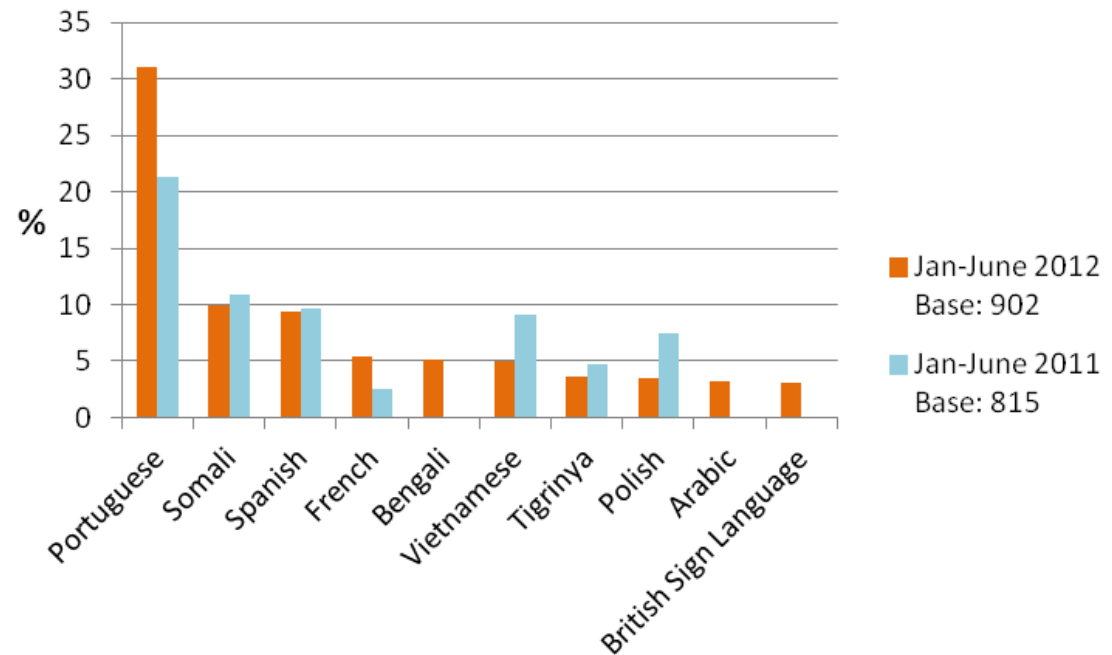
	Lambeth managed framework agreement will ensure that service providers are able to commit provide community benefit as a spin of from service delivery.
<b>2.0 Analysing your equalities evidence</b>	
<p><b>2.1 Evidence</b>  <i>Any proposed business activity, new policy or strategy, service change, or procurement must be informed by carrying out an assessment of the likely impact that it may have. In this section please include both data and analysis which shows that you understand how this decision is likely to affect residents that fall under the protected characteristics enshrined in law and the local characteristics which we consider to be important in Lambeth (language, health and socio-economic factors). <b>Please check the council's equality and monitoring policy and your division's self assessment. Each division in 2011/12 reviewed its equality data and completed a self assessment about what equality data is relevant and available?</b></i></p> <p><b>IF YOUR PROPOSAL ALSO IMPACTS ON LAMBETH COUNCIL STAFF YOU NEED TO COMPLETE A STAFFING EIA – Not Applicable</b></p>	
<b>Protected characteristics and local equality characteristics</b>	<p><b>Impact analysis</b>  <b>For each characteristic please indicate the type of impact (i.e. positive, negative, positive and negative, none, or unknown), and:</b>  <i>Please explain how you justify your claims around impacts.</i>  <i>Please include any data and evidence that you have collected including from surveys, performance data or complaints to support your proposed changes.</i>  <i>Please indicate sources of data and the date it relates to/was produced (e.g. 'Residents Survey, wave 10, April 12' or 'Lambeth Business Survey 2012' etc)</i></p> <p><b>Data has been extracted from Lambeth Business Survey 2010 and Census Headlines 2011</b></p>
<b>Race</b>	None

	<p>Over a third of Lambeth residents (37.3%) are from traditional ethnic minority groups, in line with inner London (37.8%). Lambeth's largest non-white ethnic group is Black African (11.8%), followed by Black Caribbean (10.1%). Lambeth has the third largest proportion of Black Caribbean people in London (10.1%) after Lewisham (13.8%) and Croydon (10.6%). Only 3.6% of Lambeth residents are from South Asian backgrounds<sup>27</sup> much less than the inner London average (10.6%)<sup>28</sup>, and 3.1% of Lambeth's population are Chinese or from other Asian groups, compared to 4.5% of Inner London.</p> <p>The proportion of Lambeth's residents from a white background is comparable with inner London overall (62.7% compared to 62.2%). However, this data does not distinguish between white British and other white categories, and obscures considerable diversity within the white population. Indeed, the Lambeth residents' survey suggests that only around 49% of residents consider themselves to be white British, with the remaining considering themselves to be from other white backgrounds.</p> <p>Those whose business is based in Lambeth are even more likely to be white British (61% v 47%). (Source – Business Owners Oct 2011 – Resident Survey Customer Insight)</p>
<b>Gender</b>	<p>None</p> <p>Lambeth has a small majority of females (50.2%)</p> <p>Business owners are more likely to be male (60% of residents who own businesses are compared to 51% of residents overall), white British (56% v 47%), and they are more likely to have lived in the borough for 5 to 10 years (19% v 14%). (Source – Business Owners Oct 2011 – Resident Survey Customer Insight)</p>
<b>Gender re-assignment</b>	<p>None</p> <p>Lambeth does not hold any available data regarding this group. However, we do not anticipate any disproportionate impact on this group. This has been highlighted as a gap in information at 2.2.</p>
<b>Disability</b>	<p>Negative</p>



	<p>Lambeth does not hold any available data regarding this group. However, we do not anticipate any disproportionate impact on this group. This has been highlighted as a gap in information at 2.2.</p> <p>It should be noted that voluntary agencies that support disabled residents may be impacted negatively by rent reviews increasing rents.</p>
<b>Age</b>	<p>Negative impact due to potential of rent increases following the process of rent review</p> <p>Organisation that could be negatively affected by increased rents are those rented for nurseries and day care centres. .</p> <p>Lambeth has a very high proportion of young working age people – top 5 in country – aged 25 to 29 and 30 to 44</p> <p>Business owners are likely to be aged 35-64 years (66% v 44%), and are more likely to be owner occupiers of their property (53% vs 30% overall). (Source – Business Owners Oct 2011 – Resident Survey Customer Insight)</p>
<b>Sexual orientation</b>	<p>None</p> <p>Lambeth does not hold any available data regarding this group. However, we do not anticipate any disproportionate impact on this group. This has been highlighted as a gap in information at 2.2.</p>
<b>Religion and belief</b>	<p>None</p> <p>53% of residents describe themselves as Christian – those not specifying a religion is 28%.</p>
<b>Pregnancy and maternity</b>	<p>None</p> <p>Lambeth does not hold any available data regarding this group. However, we do not</p>

	<p>anticipate any disproportionate impact on this group. This has been highlighted as a gap in information at 2.2.</p>
<b>Marriage and civil partnership</b>	<p>None</p> <p>Lambeth is the 6<sup>th</sup> highest area in the country for same sex civil partnerships</p>
<b>Socio-economic factors</b>	<p>Positive and Negative impact</p> <p>Rent reviews could be both positive and negative as the rents could increase or decrease. At worst in the times of austerity with increasing costs for energy, business rates, a business could have to cease trading as the rents could become unaffordable.</p> <p>46% of working age people are in full time employment. 7% of Lambeth residents work less than 15 hours per week. There is therefore a high proportion of residents who are unemployed and receiving some type of benefit, So any rent increase with the welfare reform could have a negative impact.</p>
<b>Language</b>	<p>Potentially negative</p> <p>Based on reports from schools, approximately 140 different languages are spoken by families in the borough, with the most common languages after English being Yoruba Portuguese and Somali. English is not the first language of 45% of pupils in state schools in Lambeth.</p> <p>Language top 10 for translation services</p>



Lambeth ranks 13<sup>th</sup> nationally for having no people in a household age over 16 with English as a main language and 20<sup>th</sup> for having no people of any age.

However, the Council's Home Ownership Service provides explanatory leaflets to tenants in the major languages that are spoken in the borough. The Council is a subscriber to the BIG WORD, providers of language and audio translation services. Barriers that may exist in performing these functions include:

- Communicating with tenants.
- Tenants understanding the legal and financial framework within which the service is provided.

	<p>The Council's VEMS contractor also employs a number of staff from different ethnicities that speak several languages and to an extent are able to overcome communication difficulties.</p> <p>There is a potential to be a negative impact on those who can not communicate in English as in the 1<sup>st</sup> instance all documentation and face to face contact will be in English</p>
<p><b>Health</b></p>	<p>None.</p> <p>53% of Lambeth residents say that they are in good health (top 10% of districts and similar to inner London as a whole).</p> <p>Lambeth does not hold any available data regarding this group. However, we do not anticipate any disproportionate impact on this group.</p>
<p><b>2.2 Gaps in evidence base</b>  <i>What gaps in information have you identified from your analysis? In your response please identify areas where more information is required and how you intend to fill in the gaps. If you are unable to fill in the gaps please state this clearly with justification.</i></p>	<p>Lambeth does not hold any available data regarding Gender re-assignment; Sexual Orientation; Pregnancy and Maternity; Health in respect of potential users of the service.. However, we do not anticipate any disproportionate impact on these groups. Where practical, information relating to these groups will be recorded and monitored.</p>
<p><b>3.0 Consultation, Involvement and Coproduction</b></p>	

<p><b>3.1 Coproduction, involvement and consultation</b>  <i>Who are your key stakeholders and how have you consulted, coproduced or involved them? What difference did this make?</i></p>	<p>Consultation has been limited to other Lambeth users for the existing service – no points of note have been raised regarding Equality Impact Additional consultation concerning Equality Impact has involved the Tri Boroughs of Hammersmith and Fulham, Westminster, Kensington and Chelsea also West London Alliance took place during March 2013.</p> <p>Consultation with key service users took place during March and April 2013. These included Head of Transportation, Assist. Director Neighbourhood Investment, Assist. Director Housing Regeneration; Office Accommodation Strategy Manager and Environmental Services and Highways.</p>
<p><b>3.2 Gaps in coproduction, consultation and involvement</b>  <i>What gaps in consultation and involvement and coproduction have you identified (set out any gaps as they relate to specific equality groups)? Please describe where more consultation, involvement and/or coproduction is required and set out how you intend to undertake it. If you do not intend to undertake it, please set out your justification.</i></p>	<p>Due to the specialist nature of the service provided and the unpredictable way in which Lambeth is required to engage with minority groups existing survey information has not addressed this topic. In order to mitigate against any form of discrimination any organisation tendering to provide the service must demonstrate that it has an effective equality and diversity policy that is implemented and enforced. This aspect of their policy and procedure is explored in the Business Qualification Questionnaire with specific reference to periodic monitoring throughout the duration of the contract.</p>
<p><b>4.0 Conclusions, justification and action</b></p>	
<p><b>4.1 Conclusions and justification</b>  <i>What are the main conclusions of this EIA? What, if any, disproportionate negative or positive equality impacts did you identify at 2.1? On what grounds</i></p>	<p>We are gaining a better understanding of our customers and how they would like services to be delivered, but this does not yet embrace the full diversity of the population. For example, we have a lot to learn about the particular needs of people from different faith groups. We need to find out what a 'quality' service looks like to different customers and citizens, which means improving the way we collect, analyse and use information on service delivery. This applies equally to the services we provide directly, and those we</p>

do you justify them and how will they be mitigated?	<p>buy in from other agencies.</p> <p>Due to the specialist nature of the service provided and the unpredictable way in which Lambeth is required to engage with any equality groups existing survey information has not addressed this topic. In order to mitigate against any form of discrimination any organisation tendering to provide the service must demonstrate that it has an effective equality and diversity policy that is implemented and enforced. They should demonstrate compliance with The Equality Act 2010. This aspect of their policy and procedure is explored in the Business Qualification Questionnaire.</p> <p>Any contractor appointed would be expected to conduct Equality monitoring and assess take up for special assistance and non engagement. The contractor would be expected to look at ways to engage with equality groups and make the service more inclusive and accessible.</p>
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**4.2 Equality Action plan**  
*Please list the equality issue/s identified through the evidence and the mitigating action to be taken. Please also detail the date when the action will be taken and the name and job title of the responsible officer.*

<b>Equality Issue</b>	<b>Mitigating actions</b>
Contractor's adherence to the Equalities Act 2010.	Contractor assessment to include specific reference to their Equalities and Diversity Policies.
Socio-economic factors	Contract to require contractor to utilise local suppliers within their supply chain wherever this is possible.
External Communication	Good communication with service providers through regular programmed monthly liaison meetings to ensure that they have sufficient information to ensure they can keep their customers advised of works and impact on service provision.
Internal Communication	Internal colleagues and Members will receive a briefing document, in a format previously agreed and used by existing service provider, supported with an oral presentation
Disability, race, language	Ongoing review of equality issues through client liaison meetings and monthly contract

	review meetings.
Performance Review	<p>Review EIA after implementation to ensure countermeasures to mitigate any issues were sufficient. The following questions were added to the Business Questionnaire</p> <p>Is it your policy as an employer to comply with the Equality Act 2010 and is it your practice not to treat one group of people less favourably than others because of their colour, race, nationality, or ethnic origin in relation to decisions to recruit, train or promote employees?</p> <p>Is it your policy to comply with The Employment Equality (Religion or Belief) Regulations 2003 and The Employment Equality (Sexual Orientation) Regulations 2003?</p> <p>Do you follow as far as possible the Commission for Racial Equality's Code of Practice for Employment as approved by Parliament in 1983, which gives practical guidance to employers and others on the elimination of racial discrimination and the promotion of equality of opportunity in employment including the steps that can be taken to encourage members of the ethnic minorities to apply for jobs or take up training opportunities?</p>
<b>5.0 Publishing your results</b>	
The results of your EIA must be published. Once the business activity has been implemented the EIA must be periodically reviewed to ensure your decision/change had the anticipated impact and the actions set out at 4.2 are still appropriate.	
<b>EIA publishing date</b>	
<b>EIA review date</b>	February 2015
<b>Assessment sign off:</b>	<b>Head of Asset Strategy 25 July 2013</b>

All completed and signed-off EIAs must be submitted to [equalities@lambeth.gov.uk](mailto:equalities@lambeth.gov.uk) for publication on Lambeth's website. Where possible, please anonymise your EIAs prior to submission (i.e. please remove any references to an officers' name, email and phone number).