**Lisburn & Castlereagh City Council**

**Section 75 Equality and Good Relations Screening template**

**Part 1. Information about the activity/policy/project being screened**

# **Name of the activity/policy/project**

**Tender for the provision of Caretaker/Receptionist Service at Bradford Court**

The current contract with Bidvest Noonan for the Provision of a Receptionist/Caretaker service at Bradford Court is due to expire on 31st May 2022.

A new procurement exercise is therefore required to ensure continuity of service beyond this date.

Currently, LCCC has a small number of staff operating from these premises and a number of tenants lease office space. The majority of service users/visitors to the building are visiting the tenants.

# These roles are fundamental to fulfil LCCC’s obligations in the office leasing arrangements to the tenants at Bradford Court. The roles have been structured as 2 part-time positions, one from 07.30am – 12.30pm and the other from 1.00pm until 5.00pm. In addition to providing a reception service from 9am, the morning role carries out Covid-19 touch cleaning as part of their duties along with Health and Safety and open up checks.

# A previous tender exercise which included the provision of this service as part of a wider contract did not result in an appointment. This is a re-tender with revised requirements.

# **Is this activity/policy/project – an existing one, a revised one, a new one?**

This is a tender for a new contract to commence on 1st June 2022 for an initial period of 2 years, with a potential to extend for 2 further periods of 1 year up to a maximum of 4 years in total

**What are the intended aims/outcomes the activity/policy/project is trying to achieve?**

The provision of a caretaker/reception service at Bradford Court aims to:

* Enhance the safety and well-being of staff, tenants and the public using Bradford Court
* Enhance customer service to the ratepayer, ensuring safety through a service which is reliable, efficient and good value for money
* Provide a service which is accountable and mitigates the risks to the Council
* Provide a Reception/Caretaker service to the tenants at Bradford Court as per the lease agreement.
* To maximise the income opportunities through rental of Bradford Court

**Who is the activity/policy/project targeted at and who will benefit? Are there any expected benefits for specific Section 75 categories/groups from this activity/policy/project? If so, please explain.**

The service is intended to benefit the leaseholders in the building and all service users/visitors to the premises. It may particularly benefit those groups who may require additional assistance when visiting public buildings, eg, people with disabilities or older people.

**Who initiated or developed the activity/policy/project?**

Facilities Management, Lisburn & Castlereagh City Council

**Who owns and who implements the activity/policy/project?**

Owned by Lisburn & Castlereagh City Council.

The contract will be managed by the Facilities Management Unit, Corporate Communications and Administration Department

**Are there any factors which could contribute to/detract from the intended aim/outcome of the activity/policy/project?**

Yes

**If yes, are they: financial, legislative, other? Give brief details of any significant factors.**

The current contract for the outsourcing of these services at Bradford Court comes to an end on 31st May 2022. The new contract arrangements must be in place for 1st June 2022 to ensure the continued provision of these important services to LCCC. A variation to the current contract has been implemented for 6 months (1st December 2021 – 31st May 2022) as there were no successful tenderers when the tender was initially published in July 2021. The ongoing COVID 19 pandemic could also potentially affect the intended outcome of this activity.

**Who are the internal and external stakeholders (actual or potential) that the activity/policy/project will impact upon?**

|  |  |
| --- | --- |
| Staff - | Staff who manage the contract; any Council staff who work from the building |
| Service Users  | Service users/visitors of tenantsAny visitors who are LCCC service users |
| Other Public Sector Organisations – please list  | Public sector bodies who are currently tenants at Bradford Court |
| Voluntary/Community/Trade Unions – please list | Trade unions |
| Other – please list (eg, Elected Members, delivery partners, contractors, etc) | The appointed service provider/contractor |

**Other policies/strategies/plans with a bearing on this activity/policy/project**

|  |  |
| --- | --- |
| **Name of policy/strategy/plan** | **Who owns or implements?** |
| Interim Corporate Plan | HR&OD |
| LCCC Accounting Manual | LCCC Finance department |
| Bradford Court Emergency Evacuation Procedures  | Facilities Management Unit |
| ChaSP No 1 Health & Safety | LCCC Corporate Health & Safety |
| ChaSP No2 Risk Assessment | LCCC Corporate Health & Safety |
| GDPR | IT |
| LCCC Equality Scheme & associated equality policies and plans | HR & OD |
| Lease agreements (Tenants) | LCCC Assets Unit |
| Current Covid Regulations  | The Executive Office and Department of Health |

**Available evidence**

**What evidence/information (qualitative and quantitative) have you gathered or considered to inform this activity/policy? Specify details for each Section 75 category.**

In developing the tender proposal we have looked at the documentation for the previous tender, our internal procurement processes and paperwork and considered how the contract operated previously.

The lease agreements in place with tenants were also considered along with their specified service requirements and requests.

|  |  |
| --- | --- |
| **Section 75 Category** | **Details of evidence/information** |
| Religious Belief | Used by all sections of the community and all equality groups. We do not have detailed information about the background of tenants, service users and visitors to BC but they are likely to be of different religion, race, gender etc |
| Political Opinion |
| Racial Group |
| Age |
| Marital Status |
| Sexual Orientation |
| Men & Women Generally |
| Disability |
| Dependants |

### Needs, experiences and priorities

**Taking into account the information referred to above, what are the different needs, experiences and priorities of each of the following categories, in relation to the particular activity/policy/decision? Specify details for each of the Section 75 categories**

|  |  |
| --- | --- |
| **Section 75 Category** | **Details of needs/experiences/priorities** |
| Religious Belief | *N/A to this policy* |
| Political Opinion | *N/A to this policy* |
| Racial Group | Racial minorities may be apprehensive about accessing public buildings. There may be language barriers and they may need additional support. |
| Age | Older people are more likely to require additional assistance from a receptionist service in order to provide information / directions |
| Marital Status | *N/A to this policy* |
| Sexual Orientation | *N/A to this policy* |
| Men & Women Generally | *N/A to this policy* |
| Disability | People with certain disabilities are more likely to need assistance from caretaker/receptionist services. The receptionist needs to be able to recognise and respond to disabled people’s needs. Staff providing this service may need equality training. |
| Dependants | Those with a dependants i.e. children or older people or disabled may are likely to require guidance / assistance from a receptionist in order to access facilities and services |

**Part 2. Screening questions**

**1 What is the likely impact on equality of opportunity for those affected by this activity/policy, for each of the Section 75 equality categories?**

|  |  |  |
| --- | --- | --- |
| **Section 75 Category** | **Details of likely impact – will it be positive or negative? If none anticipated, say none** | **Level of impact -** **major or minor\*** - see guidance below |
| Religious Belief | No differential impact identified | None |
| Political Opinion | No differential impact identified | None |
| Racial Group | Some racial minorities may be positively impacted by a friendly and helpful reception service | Minor (positive) |
| Age | Older people may be more reassured by assistance from a receptionist service and therefore more likely to use the facilities and services at Bradford Court  | Minor (positive) |
| Marital Status | No differential impact identified | None |
| Sexual Orientation | No differential impact identified | None |
| Men & Women Generally | No differential impact identified | None |
| Disability | Visitors to the building who are disabled will be able to benefit from assistance from the caretaker/receptionist service | Minor (positive) |
| Dependants | People with dependants, eg, children or older people or disabled may benefit from assistance from reception staff  | Minor (positive) |

\* See Appendix 1 for details.

**2(a) Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?**

|  |  |  |
| --- | --- | --- |
| **Section 75 Category** | **IF Yes, provide details** | **If No, provide details** |
| Religious Belief |  | No *At this time it would be considered that there are no further opportunities to better promote equality of opportunity across the designated groups in respect of this policy. However, the successful contractor will be required to be an equal opportunities employer and comply with all equality legislation in relation to employment of their caretaker/reception staff and delivery of the associated services. The operation of the contract will be kept under review and action taken if any issues or further opportunities arise.* |
| Political Opinion |  |
| Racial Group |  |
| Age |  |
| Marital Status |  |
| Sexual Orientation |  |
| Men & Women Generally |  |
| Disability |  |
| Dependants |  |

**Does the activity/policy/project being screened relate to an action in the Equality Action Plan 2012-2025? If yes, give brief details.**

No

**2(b) DDA Disability Duties (see Disability Action Plan 2021-2025)**

Does this policy/activity present opportunities to contribute to the actions in our Disability Action Plan:

* to promote positive attitudes towards disabled people? or
* to encourage the participation of disabled people in public life?

Not directly but provision of reception services in person will generally improve the customer experience of some groups, including disabled people

**3 To what extent is the activity/policy/project likely to impact on good relations between people of different religious belief, political opinion or racial group?**

|  |  |  |
| --- | --- | --- |
| **Good Relations Category** | **Details of likely impact. Will it be positive or negative?** [if no specific impact identified, say none] | **Level of impact –** **minor/major\*** |
| Religious Belief | N/A to this proposal | None |
| Political Opinion |
| Racial Group |

\*See Appendix 1 for details.

**4 Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?**

|  |  |  |
| --- | --- | --- |
| **Good Relations Category** | **IF Yes, provide details** | **If No, provide details** |
| Religious BeliefPolitical OpinionRacial Group |  | No *At this time it would be considered that there are no further opportunities to better promote good relations.* |

**Multiple identity**

**Provide details of any data on the impact of the activity/policy/project on people with multiple identities. Specify relevant Section 75 categories concerned.**

The Council recognises that no individual is exclusive to just one group; and this has been given consideration with respect to this proposal.

Some people with multiple identities will particularly benefit from provision of effective caretaker/receptionist services, eg, older, disabled persons.

**Part 3. Screening decision/outcome**

Equality and good relations screening is used to identify whether there is a need to carry out a full equality impact assessment on a proposed policy or project. There are 3 possible outcomes:

1. **Screen out** - no need for a full equality impact assessment and no mitigations required because no negative impacts identified (or only positive impacts for all groups). This may be the case for a purely technical policy for example.
2. **Screen out with mitigation** - no need for a full equality impact assessment but some minor impacts identified which can easily be mitigated. Most activity will probably fall into this category.
3. **Screen in for full equality impact assessment** – potential for significant (and potentially negative) impact identified for one or more groups so proposal requires a more detailed impact assessment.

**Choose only one of these** and provide reasons for your decision and ensure evidence is noted/referenced for any decision reached.

|  |  |
| --- | --- |
| **Screening Decision/Outcome**  | **Reasons/Evidence** |
| Option 1**Screen out** – no equality impact assessment and no mitigation required  | It is considered that there will be no adverse effects from the provision of Caretaker/Receptionist Services at Bradford Court on any equality group. There may be some minor positive impacts for some groups who may benefit from the provision of an in-person receptionist service.Requirement for awareness re: equality/disability will be stipulated in tender; it will be up to the contractor to provide their staff with the training. A briefing document will be provided by LCCC re: relevant policies  |
| Option 2**Screen out with mitigation** – some potential impacts identified but they can be addressed with appropriate mitigation  |  |
| Option 3**Screen in** for a full Equality Impact Assessment (EQIA)  |  |

**Mitigation (Only relevant to Option 2)**

**Can the activity/policy/project plan be amended or an alternative activity/policy introduced to better promote equality of opportunity and/or good relations?**

If so, give the **reasons** to support your decision, together with the proposed changes/amendments or alternative activity/policy and ensure the mitigations are included in a revised/updated policy or plan.]

**Timetabling and prioritising for EQIA (only relevant to Option 3 – Not applicable**

If the activity/policy has been **‘screened in’** for full equality impact assessment, then please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3, with 1 being the lowest priority and 3 being the highest, assess the activity/policy in terms of its priority for equality impact assessment.

|  |  |
| --- | --- |
| Priority criterion | Rating (1-3) |
|  |  |
| Effect on equality of opportunity and good relations  |  |
| Social need |  |
| Effect on people’s daily lives |  |
| Relevance to a public authority’s functions |  |
|  |  |
| Total Rating Score |  |

**Is the activity/policy affected by timetables established by other relevant public authorities?**

No

**Part 4. Monitoring**

**Two elements to monitoring:**

1. **Monitoring the activity generally as part of normal review and evaluation or service improvement and 2) monitoring by equality category.**

Public authorities should consider the guidance contained in the Commission’s Monitoring Guidance for Use by Public Authorities (July 2007).

The Commission recommends that where the activity/policy has been amended or an alternative policy introduced, the public authority should monitor more broadly than for adverse impact (See Benefits, P.9-10, paras 2.13 – 2.20 of the Monitoring Guidance).

Effective monitoring will help the public authority identify any future adverse impact arising from the activity/policy which may lead the public authority to conduct an equality impact assessment, as well as help with future planning and activity/policy development.

Who will undertake and sign-off the monitoring of this activity/policy and on what frequency? What will be monitored and how? What specific equality monitoring will be done?

Please give details below:

Incidents, complaints and feedback will be actively monitored on a monthly basis and this information will form the basis of an annual review.

|  |  |
| --- | --- |
| **Will be undertaken by:** | **Frequency (eg. Annually):** |
| Catherine McGrath – Services Supervisor (Bradford Court) | annually |
| Will be signed-off by: |  |
| Stephanie Kelly - Manager |  |
| Frances Byrne – Head of Service, CC&A |  |

**Part 5 - Approval and authorisation**

|  |  |  |
| --- | --- | --- |
| **Screened by:** | **Position/Job Title**  | **Date** |
| Uel Preston | Duty Officer | 21.01.21 |
| Stephanie Kelly | Manager |  |
| Reviewed by Mary McSorley | Equality Officer | 21.01.21 |
| **Approved by:** |  |  |
| Frances Byrne | Head of Corporate Communications & Admin | 23.01.21 |

Appendix 1 – Equality Commission guidance on equality impact

\*Major impact:

1. The policy/project is significant in terms of its strategic importance;
2. Potential equality matters are unknown, because, for example, there is insufficient data upon which to make an assessment or because they are complex, and it would be appropriate to conduct an equality impact assessment in order to better assess them;
3. Potential equality and/or good relations impacts are likely to be adverse or are likely to be experienced disproportionately by groups of people including those who are marginalised or disadvantaged;
4. Further assessment offers a valuable way to examine the evidence and develop recommendations in respect of a policy about which there are concerns amongst affected individuals and representative groups, for example in respect of multiple identities;
5. The policy is likely to be challenged by way of judicial review;
6. The policy is significant in terms of expenditure.

Minor impact

1. The policy is not unlawfully discriminatory and any residual potential impacts on people are judged to be negligible;
2. The policy, or certain proposals within it, are potentially unlawfully discriminatory, but this possibility can readily and easily be eliminated by making appropriate changes to the policy or by adopting appropriate mitigating measures;
3. Any asymmetrical equality impacts caused by the policy are intentional because they are specifically designed to promote equality of opportunity for particular groups of disadvantaged people;
4. By amending the policy there are better opportunities to better promote equality of opportunity and/or good relations.

No impact (none)

1. The policy has no relevance to equality of opportunity or good relations;
2. The policy is purely technical in nature and will have no bearing in terms of its likely impact on equality of opportunity or good relations for people within the equality and good relations categories.

Revised Template @ Nov 2021