

### Appendix 3 Equalities Impact Assessment Publication Template: Grounds Maintenance

<b>Name of review:</b>	Grounds Maintenance (HM34)
<b>Period of review:</b>	January 2010 – April 2011
<b>Date review signed off by GMT:</b>	21 October 2010
<b>Scope of the review:</b>	<p>This review will:</p> <ul style="list-style-type: none"> <li>• Consider the level of services residents would like,</li> <li>• Benchmark with other housing providers and compare how other housing organisations provide their service and achieve value for money.</li> <li>• Prepare a specification for future service delivery of our grounds maintenance.</li> <li>• Make proposals for performance management which involve residents and work with City Parks to look at innovative ways of maintaining grounds.</li> </ul> <p>The paper ‘Decent Homes, Decent Spaces’ recognises that well designed, well managed green spaces within housing developments are crucial to contributing to people’s quality of life and make neighbourhoods liveable. Similarly, the Cleaner/safer Greener Communities agenda is about providing quality spaces in which residents want to live.</p> <p>We aim to become a three star authority so must meet the requirements of KLOE 6 which asks ‘are estate grounds and other communal areas kept clean, tidy and attractive by working closely with service users, other departments and external agencies?’</p> <p>Formal estate inspections were introduced following the Audit Commission inspection in 2005. Although in place now for a number of years and working well, the ESMG is taking this opportunity to develop the grounds maintenance and cleaning service by directly involving residents in setting standards and monitoring performance.</p> <p>We currently have an in-house contract for the provision of grounds maintenance by City Parks. This contract has been in place since 2004 but has not been revised since it was awarded to the in-house team.</p>

<b>Review team:</b>	Graham Page & Estates Service Monitoring Group (ESMG).
<b>Relevant data and research:</b>	<ul style="list-style-type: none"> <li>• The team has access to demographic data on its clients. LGBT Housing Strategy, BME Housing Strategy consultation and Older Persons Housing Strategy and consultations used.</li> <li>• Clients of Concern database</li> <li>• Equalities monitoring is carried out but not on a consistent basis. This is being addressed via tenancy visits over the next two years.</li> <li>• Results of selected residents' survey.</li> <li>• Estate Inspection quarterly data.</li> <li>• Estate Services inspection data.</li> <li>• Decent Homes, Decent Spaces – published by Neighbourhood Greens</li> <li>• Cleaner, Safer, Greener Communities agenda</li> <li>• Leaseholder Satisfaction Surveys for 2007 &amp; 2010</li> <li>• Grounds Maintenance Report October 2008 presented to Housing Management GMT</li> </ul>
<b>Consultation:</b> indicate who was consulted and how they were consulted	<ul style="list-style-type: none"> <li>• Autumn 2008 – A group of staff were selected to identify the problems with the grounds maintenance service and identify solutions which formed the basis of the report that went to GMT in October 2008. The content of that report provides useful information for the ESGM to draw on when reviewing the current grounds maintenance service.</li> <li>• Leaseholder Satisfaction Surveys for 2007 &amp; 2010.</li> <li>• Local – ESGM and subsequent consultation with residents, councillors, stakeholders and Area Panels</li> <li>• Area Panels will receive regular updates and progress reports that will be shared with their residents</li> <li>• Residents will be consulted locally about the grounds maintenance service and any changes that may follow</li> <li>• Results from Grounds Maintenance inspections will be brought to quarterly steering group consisting of residents, councillors and officers to consider service concerns.</li> </ul>

	<ul style="list-style-type: none"> <li>• Progress reports on the Grounds Maintenance Review will be sent for consultation at Housing Management Consultative Committee. Decisions will be made by the Cabinet Member for Housing about any service improvements that are recommended in the reports.</li> </ul>
<p><b>Assessment of impact, outcomes and key follow-up actions:</b></p>	<ul style="list-style-type: none"> <li>• Achieve a grounds maintenance service that offers value for money, allowing residents to have a greater say on what the grounds maintenance service is and where they want it to be to meet their aspirations.</li> <li>• Prepare specification for future delivery of our grounds maintenance service</li> <li>• Publicise results on notice boards for all grounds maintenance inspections</li> <li>• Equalities training/hate crime and DV awareness training for staff when specification revised</li> <li>• Encourage residents outside of the tenant movement to get involved in monitoring the service by becoming a resident assessor.</li> <li>• Establish 'pilot areas' across the city to explore and demonstrate what could be achieved by way of operating local standards agreed with residents in a particular location</li> </ul>
<p><b>Name and contact details of lead officer responsible for follow-up action:</b></p>	<p>Graham Page, Housing Manager, 293354</p>
<p><b>For full report contact:</b></p>	<p>Graham Page, Housing Manager, 293354</p>