

CARDIFF COUNCIL
Equality Impact Assessment
Corporate Assessment Template



Appendix 2

Policy/Strategy/Project/Procedure/Service/Function Title: Recommissioning of Domestic Building Maintenance / Disabled Adaptations Services: <ul style="list-style-type: none"> Framework for Responsive Repairs Framework for Vacant Repairs Framework for Planned Works Framework for Disabled Adaptations
New/Existing/Updating/Amending:

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Colin Blackmore Bev Davies	Job Title: Operational Manager, Building Improvement & Safety Project Manager, Building Improvement Unit
Service Team:	Service Area: Housing & Communities
Assessment Date: 15 th January 2021	

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

The desired outcomes for the Domestic Building Maintenance and Disabled Adaptations Frameworks are: To ensure that the key objectives of the recommissioning are achieved. The following desired outcomes have been identified: <ul style="list-style-type: none"> ✓ To deliver a high quality service that focuses on the customer. ✓ To deliver a Building Maintenance Service that works alongside the in-house workforce to improve and maintain flexibility of provision and provide 24/7/365 services. ✓ To deliver value for money. ✓ To reduce costs for the Council and suppliers alike, through electronic ordering, confirmation and payment processes. ✓ To maintain the improvement in the quality of management and performance information. ✓ To improve our demand management for Building Maintenance Services. ✓ To take a partnership working approach to delivering and improving services. ✓ To support the Council's Sustainable Development Agenda by maximising tender opportunities to local providers, as well as opportunities to provide training and skill development to the local workforce. ✓ To support the Council's commitment to Social Responsibility. <p>The aim is to improve housing outcomes for all citizens, recognising and responding to the diversity of housing needs of people in Cardiff, with a particular focus on the most vulnerable.</p>

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2. Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

The current Domestic Building Maintenance Framework has been in place since 1st January 2018 and is due to end 31st December 2021.

The current Domestic Building Maintenance Framework consists of 3 lots, covering the following categories of domestic maintenance for an area of the city:

- Responsive Repairs
- Vacant Repairs
- Planned Works

The annual value of the Framework is circa £9.5 million.

The works are awarded via direct award to the contractor appointed to the Lot in which the maintenance works are required.

In the framework procurement process there was a restriction that bidders could only be appointed to a single lot within the framework.

The framework covers all maintenance, repair and improvements to approximately 13500 Council owned dwellings which includes 730 blocks of flats which are occupied by a diverse customer base.

The current Disabled Adaptations Framework consists of 3 lots, covering the following categories of disabled adaptation works:

- General Building
- Stair-lifts & Vertical lifts
- Preventative Services

The annual value of the Framework is circa £5.7m

In the framework procurement process there was a restriction that bidders could only be appointed to a single lot within the framework.

ISSUES

The current arrangements have delivered improvements on the previous arrangements. In particular improved customer care and a significantly improved performance mechanism for managing and addressing poor performance.

The improved performance monitoring highlighted early on that one of the Contractors on the Building Maintenance Framework was underperforming; and ultimately allowed the claiming of "Performance Deductions" as a consequence. It also provided robust evidence to allow the removal of the underperforming Contractor from the

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Framework.

Another success was that the Building Maintenance Framework allowed for the development and growth of the “smallest” Contractor who was appointed to the Building Maintenance Framework. Through partnership working and flexibility, they were able to “gear-up” to increased capacity to help fill the gap of the lost Contractors.

However, whilst current arrangements are a significant improvement on previous arrangements; it is evident that further improvements can be made.

Lessons Learnt

In preparation for the recommissioning of services, workshops were held with Council managers and technical staff, and with current contractors. The concerns identified were collated as “lessons learnt”. The key issues are listed below, along with the suggested amendments identified to resolve the problems and prevent them recurring in in any new contractual arrangements:

- **In-Scope works covering multiple work-streams stopped Contractors giving the expected focus on each type of work.**

It is proposed to have separate bespoke arrangements for the following workstreams:

- ✓ Responsive Repairs
- ✓ Vacant Repairs
- ✓ Planned Works
- ✓ Disabled Adaptations (Various)

- **Withdrawal of Contractors from Frameworks due to inability to deliver works for the contracted rates despite a checking exercise for VfM / Abnormally low rates. This prevented the benefits of multiple contractors for continuity of supply, and left the Frameworks over reliant on a smaller number of contractors.**

The following are proposed in order to prevent this happening again:

- ✓ Clause to be included in Contract Notice and all tender documentation to allow a replacement contractor to be appointed should an appointed contractor withdraw.
- ✓ Contractors must confirm at PQQ stage if they have previously withdrawn from contracts due to their inability to deliver for the contracted rates. We will be able to disqualify them at this stage unless they can demonstrate that they have taken suitable action to prevent this from happening again.
- ✓ Introduction of clauses in the new frameworks with penalties for contractors withdrawing due to their inability to deliver at contracted rates.
- ✓ Introduction of two-part cost evaluations:
 - Schedule of Rates (SORs)
 - Typical Jobs Schedule

Bidders will be required to submit their tendered rates against the SORs and then apply those rates to the Typical Job Schedules. This will help the bidder to

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identify any errors in their tendered rates as it puts the focus on the total cost of a typical job.

✓ Introduction of guide rates which will be based on current / market rates.

- **Problems with interpretation of Schedule of Rates (SORs)**

It is proposed to engage an independent consultant to review the SORs for consistency between short and long descriptions for inconsistencies and longevity, review the units of measure to ensure that they are in line with NMM2, and a review of the guide rates to ensure that they are realistic.

- **Specialist Works are better delivered by Specialist Contractors**

It is proposed that separate arrangements will be procured for specialist and major works. Recent experience has proved that this also delivers better value for money.

- **The same model is not the best option for service delivery of each of the following categories of work**

- ✓ **Responsive Repairs**
- ✓ **Vacant Repairs**
- ✓ **Planned Works**
- ✓ **Disabled Adaptations (Various)**

Each category of work has been considered separately and the best model for each identified. For example, due to the nature of responsive repairs, it is much easier to manage this by contractors being appointed to deliver works in a particular district of the city rather than trying to manage allocation of works cross city.

Also the proposed quality weighting for each Framework reflects the nature of the work. For example, for Disabled Adaptations the quality weighting is higher than for other work categories. Consideration for each category independently gives more flexibility.

Social Housing accounts for approximately 17% of housing stock in the city accounting for almost 24,000 properties, of which approximately 13500 are Council owned (including 730 block of flats).

“Equal opportunities monitoring information” is requested from all applicants for rehousing with the aim of gathering information regarding the protected characteristics set out in the Equality Act 2010.

Cardiff has a diverse, growing and aging population.

The re-commissioning of phase 1 (domestic including disabled adaptations) will aim to consider and address the issues with the current arrangement and to recognise and address the protected characteristics set out in the Equality Act 2010.

Age - Welsh Government population projections predict an overall increase in

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population of 32.7% by 2036, with the most significant growth being in the older age group. The implications of an aging population include increased demand for older people's accommodation.

Population projections for Cardiff show a 67.6% growth in the 65+ age group over the term 2011 – 2036

The following statistics apply to existing tenants:

Age	Number	%
Under 18	5	0.04
18 to 24	414	3.09
25 to 34	1989	14.87
35 to 49	3883	29.02
50 to 59	2698	20.17
60 and above	4390	32.81

Disability - The 2011 Census indicates that 18% of the Cardiff population have long term limiting illness. This general level of disability is supported by the later Local Housing Market Assessment 2015 Household Survey which indicates that 22% of households in Cardiff contain somebody with a disability / limiting long term illness (approximately 31,976 households affected).

A recording issue has taken place with current tenant data. However waiting list information indicates that 3123 applicants have a medical need (40% of applicants). Of these 50 have an urgent need for rehousing as a result of their medical condition, 1112 have a high need and 1961 a medium need.

All clients of the Disabled Facilities Service have a disability.

Gender Re-assignment - Housing applicants are asked to provide information regarding their gender, with an option to select male-to-female or female-to-male gender re-assignment. No current applicants have indicated that they have undergone gender re-assignment.

Sex - Of the 1631 lets of Council and RSL stock in 2019/20, 60.33% were made to female applicants and 39.67% to male applicants.

The following statistics apply to current tenants:

Sex	Number	%
Female	8654	64.5
F-T-M	1	0.01
Male	4671	34.81
Prefer not to say	91	0.68

Sexual Orientation

The following statistics apply to current tenants:

Sex	Number	%
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Bisexual	24	0.87
Gay Man	25	0.91
Gay Woman / Lesbian	18	0.66
Heterosexual / Straight	2400	87.50
Not Stated	209	7.62
Other	20	0.73
Prefer not to say	47	1.71

Race / Ethnic Origin - Census data from 2011 shows that approximately 15% of Cardiff “usual residents” were from a BME background. The Local Housing Market Assessment Household Survey undertaken in 2015 supports this general level suggesting that 13% of households in Cardiff are of a BME background.

The following statistics apply to current tenants:

Ethnic Origin	Number	%
Arab	139	1.44
Asian British	41	0.43
Bangladeshi	68	0.71
Black African	420	4.36
Black British	115	1.19
Black Caribbean	68	0.71
Chinese	51	0.53
Chinese British	1	0.01
Czech	6	0.06
Gypsy / Irish Traveller	2	0.02
Indian	19	0.20
Japanese	2	0.02
Mixed - other	69	0.72
Mixed – White & Asian	39	0.40
Mixed – White & Black African	70	0.73
Mixed – White & Black Caribbean	144	1.49
Mixed – White & Chinese	1	0.01
Not Stated	152	1.58
Other	79	0.82
Other Asian	72	0.75
Other Black background	44	0.46
Pakistani	71	0.74
Polish	5	0.05
Prefer not to say	3	0.03
Refused to answer	2	0.02
Somali	212	2.20
Sri-Lankan	15	0.16
Welsh	388	4.03
White - Other	185	1.92
White British (Inc W, E, S, N)	6856	71.13

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White European	182	1.89
White Irish	67	0.70
Yemeni	51	0.53

Religion

The following statistics apply to current tenants:

Religion	Number	%
Buddhist	18	0.63
Christian	1097	38.24
Hindu	2	0.07
Jewish	3	0.10
Muslim	306	10.67
None	1199	41.79
Not stated	123	4.29
Other	88	3.07
Prefer not to say	32	1.12
Sikh	1	0.03

Marital Status

The following statistics apply to current tenants:

Marital Status	Number	%
Divorced	735	9.42
Living Together	430	5.51
Married	1395	17.89
Not Stated	45	0.58
Other	29	0.37
Polygamous Marriage	25	0.32
Separated	413	5.30
Prefer not to say	8	0.10
Registered Civil Partners	7	0.09
Single	4478	57.42
Widowed	234	3.00

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative/]** on younger/older people?

	Yes	No	N/A
Up to 18 years	X		
18 - 65 years	X		
Over 65 years	X		

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Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The re-commissioned frameworks are expected to have a positive impact for people of all age groups. It is anticipated that evaluation criteria will give a high priority to quality of delivery.

It is proposed that the detailed specification will give significant emphasis to customer care and that this will be supported by performance indicators that monitor issues that are important to clients, for example:

- Appointments made / kept
- First time fix
- Quality of work
- Number of complaints and how quickly they are addressed.

Population projections for Cardiff show a 67.6% growth in the 65+ age group over the term 2011 – 2036

The following characteristic statistics apply to existing tenants:

Age	Number	%
Under 18	5	0.04
18 to 24	414	3.09
25 to 34	1989	14.87
35 to 49	3883	29.02
50 to 59	2698	20.17
60 and above	4390	32.81

Council sheltered schemes for older people are to undergo refurbishment to ensure they are fit for purpose and offer sustainable, independent living.

Part of the Disabled Adaptations Framework is for Preventative Measures which enables older people to live independently in their homes for longer.

What action(s) can you take to address the differential impact?

It will be a requirement that Contractor's deliver Equalities Training to relevant employees.

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3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	X		
Physical Impairment	X		
Visual Impairment	X		
Learning Disability	X		
Long-Standing Illness or Health Condition	X		
Mental Health	X		
Substance Misuse	X		
Other	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The re-commissioned frameworks are expected to have a positive impact for this group of people. It is anticipated that evaluation criteria will give a high priority to quality of delivery.

It is proposed that the detailed specification will give significant emphasis to customer care and that this will be supported by performance indicators that monitor issues that are important to clients, for example:

- Appointments made / kept
- First time fix
- Quality of work
- Number of complaints and how quickly they are addressed.

The Local Housing Market Assessment 2015 Household Survey indicates that 22% of households in Cardiff contain somebody with a disability / limiting long term illness, with approximately 31,976 households being affected. This survey indicates that the highest levels of disability are found in the owner occupied sector, followed by Council rented sector. Many of these household may need adaptations and such works could be delivered via the re-commissioned Disabled Adaptations framework.

A recording issue has taken place with current tenant data. However waiting list information indicates that 3123 applicants have a medical need (40% of applicants). Of these 50 have an urgent need for rehousing as a result of their medical condition, 1112 have a high need and 1961 a medium need.

However, data on lettings shows that 12.75% of lets are made to disabled applicants.

All clients of the Disabled Facilities Service have a disability.

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What action(s) can you take to address the differential impact?

It will be a requirement that Contractor's deliver Equalities Training to relevant employees.

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No current applicants have indicated that they had undergone gender re-assignment; therefore it is difficult to assess any specific needs or differential impacts relating to this group.

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

It will be a requirement that Contractor's deliver Equalities Training to relevant employees.

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		X	
Civil Partnership		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative differential impacts identified.

The following characteristic statistics apply to current tenants:

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Marital Status	Number	%
Divorced	735	9.42
Living Together	430	5.51
Married	1395	17.89
Not Stated	45	0.58
Other	29	0.37
Polygamous Marriage	25	0.32
Separated	413	5.30
Prefer not to say	8	0.10
Registered Civil Partners	7	0.09
Single	4478	57.42
Widowed	234	3.00

What action(s) can you take to address the differential impact?

It will be a requirement that Contractor's deliver Equalities Training to relevant employees.

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy		X	
Maternity		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

It will be a requirement that Contractor's deliver Equalities Training to relevant employees.

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White	X		
Mixed / Multiple Ethnic Groups	X		
Asian / Asian British	X		
Black / African / Caribbean / Black British	X		
Other Ethnic Groups	X		

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Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The following characteristic statistics apply to current tenants:

Ethnic Origin	Number	%
Arab	139	1.44
Asian British	41	0.43
Bangladeshi	68	0.71
Black African	420	4.36
Black British	115	1.19
Black Caribbean	68	0.71
Chinese	51	0.53
Chinese British	1	0.01
Czech	6	0.06
Gypsy / Irish Traveller	2	0.02
Indian	19	0.20
Japanese	2	0.02
Mixed - other	69	0.72
Mixed – White & Asian	39	0.40
Mixed – White & Black African	70	0.73
Mixed – White & Black Caribbean	144	1.49
Mixed – White & Chinese	1	0.01
Not Stated	152	1.58
Other	79	0.82
Other Asian	72	0.75
Other Black background	44	0.46
Pakistani	71	0.74
Polish	5	0.05
Prefer not to say	3	0.03
Refused to answer	2	0.02
Somali	212	2.20
Sri-Lankan	15	0.16
Welsh	388	4.03
White - Other	185	1.92
White British (Inc W, E, S, N)	6856	71.13
White European	182	1.89
White Irish	67	0.70
Yemeni	51	0.53

Language barriers could be an issue and need to be given consideration.

The cultural requirements of residents will continue to be considered. It is proposed that the detailed specification will give significant emphasis to customer care and that

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this will be supported by performance indicators that monitor issues that are important to clients, for example:

- Appointments made / kept
- First time fix
- Quality of work
- Number of complaints and how quickly they are addressed.
-

What action(s) can you take to address the differential impact?

Consideration will be given to how the tender documentation can deal language barriers and how contractors would address them.

It will also be a requirement that Contractor's deliver Equalities Training to relevant employees.

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist	X		
Christian	X		
Hindu	X		
Humanist	X		
Jewish	X		
Muslim	X		
Sikh	X		
Other	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Operationally we need to be aware of cultural sensitivities e.g. operatives working in properties with unaccompanied Muslim women, or the requirement to remove footwear before entering a property.

The following characteristic statistics apply to current tenants:

Religion	Number	%
Buddhist	18	0.63
Christian	1097	38.24
Hindu	2	0.07
Jewish	3	0.10
Muslim	306	10.67
None	1199	41.79
Not stated	123	4.29

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Other	88	3.07
Prefer not to say	32	1.12
Sikh	1	0.03

The cultural requirements of residents will continue to be considered. It is proposed that the detailed specification will give significant emphasis to customer care and that this will be supported by performance indicators that monitor issues that are important to clients, for example:

- Appointments made / kept
- First time fix
- Quality of work
- Number of complaints and how quickly they are addressed.

It is proposed to involve tenants and leaseholders in drawing up this aspect of the specification to ensure that their views and priorities are captured.

What action(s) can you take to address the differential impact?

Operational: Ensure sensitivity to cultural needs
 It will also be a requirement that Contractor's deliver Equalities Training to relevant employees.

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on men and/or women?

	Yes	No	N/A
Men		X	
Women		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The following statistics apply to current tenants:

Sex	Number	%
Female	8654	64.5
F-T-M	1	0.01
Male	4671	34.81
Prefer not to say	91	0.68

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

It will be a requirement that Contractor's deliver Equalities Training to relevant employees.

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3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
Bisexual		X	
Gay Men		X	
Gay Women/Lesbians		X	
Heterosexual/Straight		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The following characteristic statistics apply to current tenants:

Sex	Number	%
Bisexual	24	0.87
Gay Man	25	0.91
Gay Woman / Lesbian	18	0.66
Heterosexual / Straight	2400	87.50
Not Stated	209	7.62
Other	20	0.73
Prefer not to say	47	1.71

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

It will be a requirement that Contractor's deliver Equalities Training to relevant employees.

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on Welsh Language?

	Yes	No	N/A
Welsh Language	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The re-commissioning of the framework and associated public documents will comply with new Welsh Language standards under the Welsh Language (Wales) Measures 2011.

What action(s) can you take to address the differential impact?

It will be a mandatory requirement that you meet the requirements of the Welsh language measure.

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4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

The Pre-Qualification will be based on the Value Wales document and the standard equalities section will form part of this document. There is a mandatory requirement to meet pass this section, and failure to do so will result in bidders being disqualified from the procurement process at this stage.

In order to "PASS" this section, bidders must:

- Comply with Equalities Legislation
- Have no upheld unlawful discrimination complaints
- Have processes in place to ensure that their subcontractors record on their compliance with Equalities Legislation
- Train all relevant staff appropriately in regard to Equalities

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Disability	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Gender Reassignment	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Marriage & Civil Partnership	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Pregnancy & Maternity	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Race	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Religion/Belief	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Sex	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Sexual Orientation	It will be a requirement that Contractor's deliver Equalities Training to relevant employees.
Welsh Language	It will be a mandatory requirement that you meet the requirements of the Welsh language measure.
Generic Over-Arching [applicable to all the above groups]	It is proposed that the detailed specification will give significant emphasis to customer care and that this will be supported by performance indicators that monitor issues that are important to clients, for example: <ul style="list-style-type: none"> • Appointments made / kept • Fix first time

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	<ul style="list-style-type: none"> • Quality of work • Number of complaints and how quickly they are addressed.
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6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Bev Davies	Date: 15.01.21
Designation: Project Manager, Building Improvement Unit	
Approved By:	
Designation:	
Service Area:	

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk