

## **EQIA Submission – ID Number**

### **Section A**

**EQIA Title**

**TEMPLATE FOR ENTRY TO FORWARD PLAN OF KEY DECISIONS**

**Responsible Officer**

**Beverley Durling - GT EW**

**Approved by (Note: approval of this EqIA must be completed within the EqIA App)**

**Andrew Loosemore - GT TRA**

### **Type of Activity**

**Service Change**

**No**

**Service Redesign**

**No**

**Project/Programme**

**No**

**Commissioning/Procurement**

**Commissioning/Procurement**

**Strategy/Policy**

**No**

**Details of other Service Activity**

**No**

### **Accountability and Responsibility**

**Directorate**

**Growth Environment and Transport**

**Responsible Service**

**HIGHWAYS AND TRANSPORTATION**

**Responsible Head of Service**

**Andrew Loosemore - GT TRA**

**Responsible Director**

**Haroona Chughtai - GT TRA**

### **Aims and Objectives**

Highways & Transportation (H&T) are re-evaluating the current delivery model of the Highway Term Maintenance Contract (HTMC), prior to a decision being made on the options available for a new contract to be re-procured and delivered in an alternative way beyond the current contract expiry date of 30th April 2026. Some of the services covered within the current contract include:

- Improving the highway network
- Gritting our roads in winter
- Filling in pot holes
- Responding to emergencies.

- Grass cutting
- Drainage
- Footways/Cycleways
- Gully emptying
- Patching
- Signs & Lines
- Safety Defects

**This EqlA aims to demonstrate that KCC has complied with The Public Sector Equality Duty (PSED). It focuses on customer considerations and relates to the 'policy review' of the HMCCP, where options are being explored. The EqlA will be reviewed / updated as we progress through the HMCCP.**

**The HMCCP is centred on the implementation of a contract delivery model that enables the service areas within H&T to deliver the business' objectives, which are to provide the people living, working, and travelling through Kent with the best possible transport network. Any decisions on what services are commissioned, the spend levels and what type of works are completed through a financial year, will not be included within this HMCCP. Additionally, any impact on the customer through policy changes and works affecting localised areas will be evaluated separately to this HMCCP and is the responsibility of the individual asset manager/head of service.**

**There is not intended to be a change in policy or public facing services, and the specifications of the contract are very similar to the existing contract. The responsibility for policy and direction of services remains with the Council. The contractor will deliver works in accordance with the Dignity at Work Code of Practice.**

#### **State rating & reasons**

**Our findings are that there are no Protected Characteristics that will be impacted upon either positively or negatively during the 'Policy Review' of the HMCCP.**

**There is not intended to be a change in policy or public facing services, and the specifications of the contract are very similar to the existing contract that is being delivered to the public, and therefore no interaction is needed at this stage.**

**If services within the contract change their policy or if projects directly affect Kent residents, such as the removal of a zebra crossing, the implementation of a traffic-calming scheme including road humps and narrowing or a reduction in the number of salt bins, individual associated EqlAs will be carried out by the responsible manager.**

#### **Potential Impact**

**We recognise that some options listed under the 'Aims and Objectives' section could result**

in a reduction in service provision due to price increases. This has been picked up in the HMCCP risk register and will be revisited in later in the HMCCP.

Budget reductions have also been added to the risk register; however a reduction in budgets will be a risk, regardless of the decided delivery model, due to reduced funding to local government.

We also recognise that some options would result in KCC having more control, for example we would decide which contractors are used. This could potentially be a positive impact for local businesses by bringing more work back into Kent, subject to the regulated public procurement regime. This would also be a positive impact for our customers as they would be communicating directly with KCC staff, rather than a prime contractor (such as the current HTMC delivery model).

## Data

Mosaic reports (to assist KCC to understand our customers and target audiences) are carried out on a six-monthly basis for H&T and show a customer breakdown based on all enquiries that have been logged on our works asset management system (used for works ordering and customer enquiries). The system collates customers' home postcodes.

The mosaic reports will be useful for determining the method in which we communicate with members of the public if needed, this will depend on the delivery model outcome.

Other data available includes monthly customer feedback regarding satisfaction with the service, historically gathered via a 100 day call back, whereupon a sample of customers (who had raised an enquiry or fault with H&T and had this closed down and completed) were telephoned by our contact centre. This has recently moved from a telephone conversation to an online feedback form, which customers receive a link to once they receive an enquiry closed notification. Options are still available for customers to give their satisfaction feedback over the phone via our contact centre.

## Section B – Evidence

Do you have data related to the protected groups of the people impacted by this activity?

Yes

It is possible to get the data in a timely and cost effective way?

Yes

Is there national evidence/data that you can use?

No

Have you consulted with stakeholders?

Yes

Who have you involved, consulted and engaged with?

There is not intended to be a change in policy or public facing services, and the specifications of the contract are very similar to the existing contract that is being delivered to the public, and therefore no consultation is needed at this stage. Members of the public have access to our Highways asset management policy on our [kent.gov.uk](http://kent.gov.uk) website.

Who have we involved and engaged with.

· Workshops have taken place with H&T staff who utilise the current HMTC. This enabled the HMCCP team to draw on the wealth of knowledge within the service, the information gathered will assist the Project Board to understand their experience of the HMTC, in turn enabling us to capture thoughts with regards to a delivery model going forward.

· The HMCCP team have met with other local authorities. This will assist the Project Board with regards to understanding the rationale behind those local authorities' contract arrangements, and whether they could potentially work for KCC.

#### Consultation going forwards

· Once a decision has been reached on the preferred options, and if there is a need, the HMCCP team will consider communication with members of the public. The mosaic reports will be useful for determining the method in which we communicate with members of the public.

· Customer engagement for Parish Councils and County Council Members will take place through the Kent Association of Local Councils (KALC).

· Contractors/suppliers – data will be required when recommendation options are laid out going forward. Market Engagement to test potential options has taken place since January 2024 and is ongoing.

#### Consultation going forwards

· Once a decision has been reached on the preferred options, and if there is a need, the HMCCP team will consider communication with members of the public. The mosaic reports will be useful for determining the method in which we communicate with members of the public.

· Customer engagement for Parish Councils and County Council Members will take place through the Kent Association of Local Councils (KALC).

· Contractors/suppliers – data will be required when recommendation options are laid out going forward. Market Engagement to test potential options has taken place since January 2024 and is ongoing.

Has there been a previous Equality Analysis (EQIA) in the last 3 years?

No

Do you have evidence that can help you understand the potential impact of your activity?

Yes

### Section C – Impact

Who may be impacted by the activity?

Service Users/clients

No

Staff

No

Residents/Communities/Citizens

Residents/communities/citizens

**Are there any positive impacts for all or any of the protected groups as a result of the activity that you are doing?**

**No. Note: If Question 17 is "No", Question 18 should state "none identified" when submission goes for approval**

**Details of Positive Impacts**

**None identified**

**Negative impacts and Mitigating Actions**

**19. Negative Impacts and Mitigating actions for Age**

**Are there negative impacts for age?**

**No. Note: If Question 19a is "No", Questions 19b,c,d will state "Not Applicable" when submission goes for approval**

**Details of negative impacts for Age**

**Not Completed**

**Mitigating Actions for Age**

**Not Completed**

**Responsible Officer for Mitigating Actions – Age**

**Not Completed**

**20. Negative impacts and Mitigating actions for Disability**

**Are there negative impacts for Disability?**

**No. Note: If Question 20a is "No", Questions 20b,c,d will state "Not Applicable" when submission goes for approval**

**Details of Negative Impacts for Disability**

**Not Completed**

**Mitigating actions for Disability**

**Not Completed**

**Responsible Officer for Disability**

**Not Completed**

**21. Negative Impacts and Mitigating actions for Sex**

**Are there negative impacts for Sex**

**No. Note: If Question 21a is "No", Questions 21b,c,d will state "Not Applicable" when submission goes for approval**

**Details of negative impacts for Sex**

**Not Completed**

**Mitigating actions for Sex**

**Not Completed**

**Responsible Officer for Sex**

**Not Completed**

**22. Negative Impacts and Mitigating actions for Gender identity/transgender**

**Are there negative impacts for Gender identity/transgender**

**No. Note: If Question 22a is "No", Questions 22b,c,d will state "Not Applicable" when submission goes for approval**

**Negative impacts for Gender identity/transgender**

**Not Completed**

**Mitigating actions for Gender identity/transgender**

**Not Completed**

**Responsible Officer for mitigating actions for Gender identity/transgender**

**Not Completed**

**23. Negative impacts and Mitigating actions for Race**

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| <b>Are there negative impacts for Race</b>   |
| No. Note: If Question 23a is "No", Questions 23b,c,d will state "Not Applicable" when submission goes for approval |
| <b>Negative impacts for Race</b>   |
| Not Completed  |
| <b>Mitigating actions for Race</b>   |
| Not Completed  |
| <b>Responsible Officer for mitigating actions for Race</b>   |
| Not Completed  |
| <b>24. Negative impacts and Mitigating actions for Religion and belief</b>   |
| <b>Are there negative impacts for Religion and belief</b>  |
| No. Note: If Question 24a is "No", Questions 24b,c,d will state "Not Applicable" when submission goes for approval |
| <b>Negative impacts for Religion and belief</b>  |
| Not Completed  |
| <b>Mitigating actions for Religion and belief</b>  |
| Not Completed  |
| <b>Responsible Officer for mitigating actions for Religion and Belief</b>  |
| Not Completed  |
| <b>25. Negative impacts and Mitigating actions for Sexual Orientation</b>  |
| <b>Are there negative impacts for Sexual Orientation</b>   |
| No. Note: If Question 25a is "No", Questions 25b,c,d will state "Not Applicable" when submission goes for approval |
| <b>Negative impacts for Sexual Orientation</b>   |
| Not Completed  |
| <b>Mitigating actions for Sexual Orientation</b>   |
| Not Completed  |
| <b>Responsible Officer for mitigating actions for Sexual Orientation</b>   |
| Not Completed  |
| <b>26. Negative impacts and Mitigating actions for Pregnancy and Maternity</b>                                     |
| <b>Are there negative impacts for Pregnancy and Maternity</b>  |
| No. Note: If Question 26a is "No", Questions 26b,c,d will state "Not Applicable" when submission goes for approval |
| <b>Negative impacts for Pregnancy and Maternity</b>  |
| Not Completed  |
| <b>Mitigating actions for Pregnancy and Maternity</b>  |
| Not Completed  |
| <b>Responsible Officer for mitigating actions for Pregnancy and Maternity</b>                                      |
| Not Completed  |
| <b>27. Negative impacts and Mitigating actions for Marriage and Civil Partnerships</b>                             |
| <b>Are there negative impacts for Marriage and Civil Partnerships</b>  |
| No. Note: If Question 27a is "No", Questions 27b,c,d will state "Not Applicable" when submission goes for approval |
| <b>Negative impacts for Marriage and Civil Partnerships</b>  |
| Not Completed  |
| <b>Mitigating actions for Marriage and Civil Partnerships</b>  |
| Not Completed  |
| <b>Responsible Officer for Marriage and Civil Partnerships</b>   |

**Not Completed**

**28. Negative impacts and Mitigating actions for Carer's responsibilities**

**Are there negative impacts for Carer's responsibilities**

**No. Note: If Question 28a is "No", Questions 28b,c,d will state "Not Applicable" when submission goes for approval**

**Negative impacts for Carer's responsibilities**

**Not Completed**

**Mitigating actions for Carer's responsibilities**

**Not Completed**

**Responsible Officer for Carer's responsibilities**

**Not Completed**