

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 EqIA 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 EqIA 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 EqIAs 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 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).

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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

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

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