



# Equality Impact Assessment (EIA) Form

*Please read EIA guidelines when completing this form*

## 1. Name of Service Area/Directorate

Name of Head of Service for area being assessed:

Ed Bradford, Major Contracts Programme Director

Directorate: Economy & Environment

Individual(s) completing this assessment:

- Ed Bradford- Major Contracts Programme Director

Date assessment completed: 21/11/2025

Note: This updates a previous assessment undertaken on 19 March 2024.

## 2. What is being assessed

Activity being assessed (eg. policy, procedure, document, service redesign, strategy etc.)

The Public Realm Services delivered by the Council and its 2013 contract with Balfour Beatty Living Places (BBLP) include the following services:

### Technical Services

- Asset Management Team
- Network Management
- Locality Stewards (incl Highway Inspections)
- Design / Project Management / QS
- Customer Services (enquiries and complaints)
- Communications Lead (communications management including social media)
- Fleet (part)
- Health & Safety / CDM (part)

### Core Services and works

- Network resilience & civil emergencies services
- Winter service
- Reactive maintenance (potholes & patching)
- Carriageway & footway maintenance programmes
- Drainage (gully cleansing & land drainage)
- Street lighting
- Structures (maintenance of bridges and culverts)
- Parks and open spaces (highways verges and trees)
- Street cleaning (bin emptying, fly tipping & road sweeping)
- Fleet management and mechanical workshop (TBC)
- Cemeteries & burials
- Infrastructure schemes and projects

What is the aim, purpose and/or intended outcomes of this activity?

The Council's vision is to deliver public realm services that are fit for the future embracing technology, automation and digital innovation, a transition to electric plant and vehicles, using materials to meet carbon reduction ambitions, investment in people that support development and innovation enabling the service to continually improve, maximising resources and opportunities to best meet the needs of local residents and communities.

Name of lead for activity

Ed Bradford – Major Contracts Programme Director

Who will be affected by the development and implementation of this activity?

- ☒ Service users
- ☐ Patients
- ☐ Carers
- ☐ Visitors
- ☐ Staff
- ☒ Communities
- ☐ Other:

Is this:

- ☒ Review of an existing activity
- ☐ New activity/policy
- ☐ Planning to withdraw or reduce a service, activity or presence?

What information and evidence have you reviewed to help inform this assessment? (name your sources, eg. demographic information for services/staff groups affected, complaints etc.)

Best practice from other local authorities  
 Review of the Public Realm Services delivered under the contract with BBLP  
 The Major Contract Improvement Plan 2020-2023  
 Contract performance indicators  
 Cabinet 28 November 2024  
<https://councillors.herefordshire.gov.uk/documents/s50122864/The%20New%20Public%20Realm%20Services.pdf>  
 Cabinet 25 April 2024  
<https://councillors.herefordshire.gov.uk/ieDecisionDetails.aspx?Id=10100>  
 Cabinet 2 March 2023  
<https://councillors.herefordshire.gov.uk/ieListDocuments.aspx?CId=251&MId=8905&Ver=4>  
 Connected Communities Scrutiny Committee 13 February  
<https://councillors.herefordshire.gov.uk/ieListDocuments.aspx?CId=1157&MId=8826&Ver=4>

Summary of engagement or consultation undertaken (eg. who and how have you engaged with, or why do you believe this is not required)

Previous engagement with:

Council service managers, commissioners and support services  
 BBLP  
 Cross party Member groups  
 Market engagement (Summer 2024)

### Summary of relevant findings

The Public Realm Services primarily maintain the highway network and have direct and indirect impacts on the communities and residents of Herefordshire.

The services include statutory obligations to ensure the free movement on the network, and ensure safety. This includes core services like cutting the grass, cleaning drains, fixing street lights and filling potholes.

The review of the Public Realm Services has identified that although the Council desires to deliver the technical services in-house, the works and core services are best delivered by a contractor.

The new delivery model includes the termination of the current Public Realm Services Contract delivered by BBLP, and the procurement of a new contractor to deliver the services from June 2026.

As part of the new Public Realm Service the successful contractor will be required to comply fully with all legal and statutory obligations, including:

- **Fair Workforce Transition:** Ensuring that any staff transferring under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) are treated lawfully and fairly, with clear communication and support throughout the process.
- **Safe and Inclusive Service Delivery:** Meeting all health and safety requirements and equality duties under the Equality Act 2010, including the provision of safe roadworks, accessible diversion routes, and consideration for all protected characteristics.

Beyond these minimum requirements, the contractor will be expected to go the extra mile by adopting best practice approaches that promote equality and community engagement. This includes:

- **Workforce Development:** Providing equality and diversity training for staff and encouraging inclusive recruitment practices.
- **Safety and Wellbeing:** Implementing measures that reduce crime and fear of crime, such as maintaining well-lit highways and safe pedestrian routes.

The procurement of a new contractor will not impact adversely for the delivery of services for the equality groups listed below.

However should the Council or new contractor propose to change an aspect of service delivery that could potentially impact the residents of Herefordshire, including any of the equality groups, then this specific service change will be subject to an independent EIA.

Likewise should a capital scheme or project propose to change or improve part of the highway network, then this proposal is subject to an independent EIA, which looks at the impact during construction and any changes or improvements to the highway network.

### 3. The impact of this activity

Please consider the potential impact of this activity (during development and implementation) on each of the equality groups outlined below. **Please tick one or more impact box below for each Equality Group and explain your rationale.** Please note it is possible for the potential impact to be both positive and negative within the same equality group and this should be recorded. Remember to consider the impact on staff, public, patients, carers, partner organisations, etc. in these equality groups.

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Please explain your reasons for any potential positive, neutral or negative impact identified
<b>Age</b>		✓		Transferring the Technical Services from BBLP to the Council, and the core service works to a new contractor under a compliant procurement process with equality assurances, will not have a negative impact on this equality group, although this will be managed and reviewed during the transition to the new services to 1 June 2026.
<b>Disability</b>		✓		As above
<b>Gender Reassignment</b>		✓		As above
<b>Marriage &amp; Civil Partnerships</b>		✓		As above
<b>Pregnancy &amp; Maternity</b>		✓		As above
<b>Race</b> (including Travelling Communities and people of other nationalities)		✓		As above
<b>Religion &amp; Belief</b>		✓		As above
<b>Sex</b> (including issues of safety and sexual violence)		✓		As above
<b>Sexual Orientation</b>		✓		As above
<b>Other Vulnerable and Disadvantaged Groups</b> (eg. carers, care leavers, homeless, social/ economic deprivation, etc)		✓		As above
<b>Health Inequalities</b> (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from the unequal distribution of social, environmental & economic conditions within societies)		✓		As above

### What actions will you take to mitigate any potential negative impacts?

Potential negative impact	Actions required to reduce/eliminate negative impact	Who will lead on action?	Timeframe
EIA matters arising during the procurement process and transition to new services from 1 June 2026.	Managed as part of Project Governance controls to 1 June 2026.	Ed Bradford – Major Contracts Programme Director	Under review until 1 June 2026.

Where an impact on any of the Equality Groups is realised after the implementation of the project/service/policy, the commissioners and/or providers of the project/service/policy will seek to minimise the impact and carry out a full review of this EIA.

## 4. Monitoring and review

How will you monitor these actions?

The EIA will be reviewed and updated along with the procurement process and implementation of the new model and contracting arrangements, which are scheduled to go live on 1 June 2026.

Should there be any proposed service/policy changes during the period to June 2026 then the Council will work in partnership with BBLP and/or the new contractor where necessary to undertake further EIAs specific to any changes being proposed and designed, prior to their implementation.

When will you review this EIA? (eg in a service redesign, this EIA should be revisited regularly throughout the design & implementation)

The EIA will be under review aligned with the implementation of the project to 1 June 2026.

## 5. Equality Statement

- All public bodies have a statutory duty under the Equality Act 2010 to set out arrangements to assess and consult on how their policies and functions impact on the 9 protected characteristics.
- Herefordshire Council will challenge discrimination, promote equality, respect human rights, and design and implement services, policies and measures that meet the diverse needs of our service, and population, ensuring that none are placed at a disadvantage over others.
- All staff are expected to deliver services and provide services and care in a manner which respects the individuality of service users, patients, carers etc, and as such treat them and members of the workforce respectfully, paying due regard to the 9 protected characteristics.

Signature of person completing EIA

EJ BRADFORD

Date signed

21/11/2025