



Equality Impact Assessment (EIA) Form

1. Service Area/Directorate

Name of Head of Service for activity being assessed: Ed Bradford
 Directorate: Economy and Environment
 Name of lead person for this activity: Ed Bradford
 Individual(s) completing this assessment: Ed Bradford and Dave Martin
 Date assessment completed: 24th February 2026

2. What is being assessed

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

The Public Realm Service Annual Plan 2026/27. The service delivery of public realm services through asset management principles and processes.

What is the aim, purpose, or intended outcome of this activity?

To enable the council to issue contract instructions for all services and projects delivered via the Public Realm Services contracts and associated framework. Delivery of the Public Realm Services includes highway maintenance, grounds maintenance and street cleansing and considers the needs of the community whilst preserving the function and value of publicly maintained infrastructure and assets. Robust asset management strategies ensure efficient and targeted investments are made to the highway infrastructure subject to available funding.

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

- | | |
|--|--|
| <input checked="" type="checkbox"/> Service users | <input checked="" type="checkbox"/> Visitors to the county |
| <input checked="" type="checkbox"/> Communities | <input checked="" type="checkbox"/> Carers |
| <input checked="" type="checkbox"/> Children | <input checked="" type="checkbox"/> Patients |
| <input checked="" type="checkbox"/> All staff | <input checked="" type="checkbox"/> All part-time staff |
| <input checked="" type="checkbox"/> Staff at a particular location | <input type="checkbox"/> Other: |

Is this:

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

3. Background information and findings

What information and evidence have you reviewed to help inform this assessment? (name your sources, eg. demographic information, usage data, Census data, feedback, complaints, audits, research)

A. The annual plan is the delivery mechanism of the councils Highways Maintenance Plan (HMP) which is adopted following public consultation allowing all stakeholders to provide the Council with information about equalities issues. The feedback gained is built into the HMP with no adverse equalities issues or impacts having emerged. The HMP is a high level and strategic document. This means that many of the impacts of new development on protected groups continue to be addressed as a result of specific and detailed proposals for development which the HMP does not contain. The HMP was revised by the council during 2024/25 to update the requirements for the council's contractors and suppliers to balance asset risk and equalities and to support vulnerable groups. The annual plan will be delivered in accordance to the revised HMP.

B. Any new, or changes, to infrastructure or alternative service delivery arrangements would be fully compliant with all legislative requirements and the council policy with a project specific consultation and equalities impact assessment prior to final design and implementation.

C. The council manages its responsibilities through its Public Realm team. Partner Contractors are required to provide a full set of their policies and procedures each year and advise the council if there are any revisions or amendments. Any recorded incidents/complaints that relate to a protected characteristic would be reported through the contract governance. This decision will have no negative impact on the council or its contractors compliance with this duty.

D. The service uses the National Highways and Transport Network and other surveys to benchmark its services against other councils and this includes satisfaction surveys and areas for improvement.

E. Customer complaints and feedback is regularly monitored to ensure that the service is delivered to community and individual user needs.

F. Asset data and operational information from a range of condition surveys lifecycle planning methods are used to analyse the data and strengthen compliance to the HMP priorities. reviewed by the council's commissioners.

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

A. The council has a network of 12 locality stewards who are actively travelling around local areas and liaising with Ward Members, Parish Councils, community groups and other groups to ensure that the works delivered by the service reflect the needs of communities in line with available budgets and the Highways Maintenance Plan.

B. The council hold annual sessions in January/February each year with stakeholders to share the priorities for the annual plan and enable stakeholders to contribute to the development of future plans and their priorities. This information is then collated and used in the development of the Forward Plan.

C. Any improvement schemes undertaken as part of the Annual Plan have a project specific EIA completed to ensure that the project includes for consultation with stakeholders on the proposals. Consultation results will be analysed and reported to identify any equality issues arising, especially regarding protected groups.

Summary of relevant findings (it is possible that you will have gaps in your evidence. You must decide whether you need to fill in the gaps now, and if it is feasible to do so. It might be that collecting robust information forms part of your action plan below)

The council has arrangements in place in the Public Realm Service Annual Plan process to ensure that decisions, practices and policies are fair and do not discriminate against any protected group. These arrangements are formally reviewed each year and continuously as part of the management of the contract and delivery of services and projects. The annual plan does not make any changes or proposals to:

- a) Remove, reduce or alter any of the service delivery arrangements.
- b) Introduce new policies or changes to policies in the delivery of the plan.
- c) Adopt policy priorities, strategies and plans.
- d) Introduce services or practices that have not previously considered equality and diversity.
- e) Make changes to staffing structure where groups of employees will be impacted

No negative impacts have been identified in relation to any protected group to date. However, this will be updated in the light of the results from any consultations undertaken and as a result of any justified customer complaint.

4. The Public Sector Equality Duty

Will this activity have a positive, neutral or negative impact on our duty to:

Equality Duty	Positive	Neutral	Negative
Eliminate unlawful discrimination, harassment, victimisation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Advance equality of opportunity between different groups?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foster good relations between different groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain your rationale here, and include any ways in which you could strengthen the capacity of this activity to promote equality (remember to add anything relevant into your action planning below)

The annual plan manages the council’s maintenance activities of its existing network and other public realm infrastructure. When improvements or changes to this infrastructure is proposed then individual projects will carry out a project specific EIA to improve the outcome for protected groups. Through this highly participative approach the council will ensure that opportunities are taken to enhance and promote equality in the maintenance works and improvements delivered.

The annual plan includes provision for maintenance and improvement of the active travel routes in the county. This includes specific work to improve the accessibility and usability of these parts of the highway asset for those with mobility impairments. These works are prioritised based on usage and are designed to both improve active travel access to key community facilities (including educational facilities for those younger people in education) and destinations. In addition the improvement of these routes also provides accessibility to the public transport network. As a result the relevant activities in this annual plan are considered to have a positive impact on Age and Disability groups.

The other protected characteristics will all utilise the local highway network as part of their day to day lives, but the overall delivery of the service is considered to have a neutral impact on these groups.

5. The impact of this activity

Consider the potential impact of this activity on each of the equality groups outlined below and explain your rationale. Please note it is possible for the potential impact to be both positive and negative within the same equality group. Remember to consider the impact on staff and service users (current and potential) and partner organisations. It may be useful to include data within these sections if you know the diversity make-up of the people likely to be affected.

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
Age (include safeguarding, consent and child welfare)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The annual plan includes provision for maintenance and improvement of the active travel routes in the county. These works are prioritised based on usage and are designed to both improve active travel access to key community facilities (including educational facilities for those younger people in education) and destinations. As a result the relevant activities in the annual plan are considered to have a positive impact on the protected group of age.
Disability (consider attitudinal, physical, financial and social barriers, neuro-diversity, learning disability, physical and sensory impairment)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The annual plan includes provision for maintenance and improvement of the active travel routes in the county. This includes specific work to improve the accessibility and usability of these parts of the highway asset for those with mobility impairments. In addition the improvement of these routes also provides accessibility to the public transport network. As a result the relevant activities in the annual plan are considered to have a positive impact on the protected group of disability.
Gender Reassignment (include gender identity, and consider privacy of data and harassment)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to gender reassignment as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design.
Marriage & Civil Partnerships	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to marriage and civil partnerships as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design.
Pregnancy & Maternity (consider working arrangements, part-time working, infant caring responsibilities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to pregnancy and maternity as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design.
Race (including Travelling Communities and people of other nationalities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to race as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design.
Religion & Belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to religion of belief as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design.

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
Sex (consider issues of safety, sexual violence, part-time work, and single-sex provision – especially in light of the legal definition of “sex”)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to sex as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design.
Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to sexual orientation as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design.
Others: carers, care leavers, homeless, social/ economic deprivation (consider shift-patterns, caring responsibilities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to carers, care leavers, homeless, social/ economic deprivation pregnancy and maternity as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design
Health Inequalities (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from unequal distribution of social, environmental & economic conditions)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no discrimination positive or otherwise with regard to health inequalities as all categories are users in equal parts and thus has no bearing on routine public realm maintenance assessment requirements. Any new schemes or improvements would be subject to scheme specific consultation with all protected groups to incorporate their views and needs into the final design

Where a negative impact on any of the equality groups is realised after the implementation of the activity, the activity lead will seek to minimise the impact and carry out a full review of this EIA.

6. Action planning

What actions will you take as a result of this impact assessment? (you will need to include actions to mitigate any potential negative impacts)

Potential negative impact	What action will be taken	Who will lead	Timeframe
Potential negative experience due to current layout of infrastructure and assets.	Where a barrier is identified, through feedback or complaint, the council will incorporate this into the Forward Programme to work with protected groups and identify funding to implement any improvements in accordance with the HMP.	Ed Bradford	Continuous review

7. Monitoring and review

How will you monitor these actions?

The assessment is reviewed formally each year as part of the development of the annual plan and ongoing as part of service delivery.

When will you review this EIA?

January 2027

8. Equality Statement

- All public bodies have a statutory duty under the Equality Act 2010 to give due regard to how they can improve society and promote equality in every aspect of their day-to-day business. This means that they must consider, and keep reviewing, how they are promoting equality in decision-making, policies, services, procurement, staff recruitment and management.
- 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 population, ensuring that none are placed at a disadvantage over others.

Signature of person completing EIA

EJ BRADFORD

Date signed

24 February 2026