

Cabinet

9 September 2025

Dorset Council Property and Housing Repairs – Replacement of RMMSCW Framework For Decision

Cabinet Member:

Cllr R Biggs, Property & Assets and Economic Growth

Local Councillor(s): All

Executive Director:

J Britton, Executive Director for Place Services

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Report status: Public (the exemption paragraph is N/A)

1. Executive summary

- 1.1** This report seeks authority to replace the former Repairs, Minor Maintenance and Small Capital Works Framework (RMMSCW) with new contractual arrangements for the delivery of building repairs and maintenance services to Dorset Council operational, tenanted and housing properties.
- 1.2** The report explains the process that has led to the recommended approach and the procurement process to follow.
- 1.3** The report also identifies the need for an interim solution between 30 September 2025 and 1 April 2026 (with the ability to extend up to 1 April 2027) and seeks the necessary authority for implementation.

2. Recommendation(s)

Cabinet is requested to:

- 2.1** Approve the approach to the long-term replacement of the RMMSCW Framework and authorise the procurement of the measured term contracts and

identification of an appropriate framework for the commissioning of small capital works.

- 2.2** Approve the approach to the interim solution while the long-term contracts are procured.
- 2.3** Delegate authority to the Executive Director for Place in consultation with the Deputy Leader and Cabinet Member for Property and Assets and Economic Growth to award interim contracts described within Appendix B, under the Westworks Dynamic Purchasing System (DPS), subject to available budget.
- 2.4** Delegate to the Executive Director Place in consultation with the Deputy Leader and Cabinet Member for Property and Assets and Economic Growth and the Executive Director Corporate/ s151 and the Director Legal and Democratic the authority to select the most appropriate DPS for the procurement of Capital Works.
- 2.5** Delegate to the Executive Director Place in consultation with the Deputy Leader and Cabinet Member for Property and Assets and Economic Growth and the Executive Director Corporate/ s151 and the Director Legal and Democratic the authority to award and agree the terms of the long-term contracts described in Appendix B, subject to available budget.

3. Reason for the recommendation(s)

- 3.1** To ensure the ability to deliver repairs and maintenance and small capital works to Council buildings and housing properties and to approve the procurement of the long-term solution which is intended to enhance the provision and cost effectiveness of these services to the Council's estate.

4. The report

4.1 Background

The Council's former RMMSCW framework has now expired, and orders issued under it cease on 30th September, with no possibility of extension. The Council needs to establish a new contractual approach for delivering property and housing repairs. The Council has fundamentally reviewed how repairs and maintenance in Assets and Property and Housing Services are undertaken and is seeking the optimum solution.

The old framework was originally established by Dorset County Council in 2017. For the following reasons a like for like replacement is not appropriate:

- The change from a County Council to a unitary authority.
- The required introduction of housing repairs.

- Organisational changes requiring streamlined and effective contract management and a simplified administration process.
- The need to reduce the number of lots to reduce the resources needed to manage the contractual arrangements.
- The need to improve cost management to respond to volatile building cost conditions and to the financial challenges affecting local authorities.
- A need for improvement in the coverage of the area, particularly with regard to out of hours calls.
- The current Council approach to procurement which involves considering whether to make use of an existing regional or national framework depending on service need and value.

4.2 Objectives of new procurement

Bearing in mind the above and the need to adopt modern and effective good practice, the Council's key objectives in this procurement are as follows:

- A repeatable and effective process (both in day-to-day repairs and maintenance and in capital works)
- An effective service with a timely emergency response.
- Value for money and appropriate costs
- Appropriate coverage across the council areas
- Coverage over all asset types
- Good performance and quality management through effective KPIs
- Adopting a Life Cycle approach

This approach offers local contractors the opportunity to be involved, and the proposal has benefited from their feedback following engagement. The proposal ensures there are no barriers to local participation. Nonetheless, it reflects that the Council's contractor pool will benefit from the introduction of new entrants, potentially bringing cost and quality improvements.

In accordance with the Council Plan's commitment to 'respond to the climate and nature crisis', contractors will be expected to operate in the most sustainable way possible, and the evaluation of bids will consider not only their strategies on climate change and reducing waste but also test the benefits that their ways of working, materials choices and supply chain will bring.

4.3 The process

The following activities have been carried out in arriving at the solution proposed below:

- Desktop review and consideration concerning the existing framework and the needs and objectives of the Council.
- Review of best practice elsewhere
- Benchmarking
- Discussions with framework providers

The proposal has been shared with internal and external stakeholders during the engagement sessions, including local and incumbent contractors.

4.4 Engagement and Consultation

The engagement and consultation process has involved meetings with the stakeholders from internal Departments, staff involved in delivering the current service and current and potential future suppliers. A questionnaire has been sent to current contractors.

For the contractor market the Council held a well-attended engagement day and also offered some fully subscribed one-to-one sessions. Outcomes from those sessions was shared with all attendees to ensure equity and fairness. Key feedback from the market is set out at 4.4.1. and referred to elsewhere in the report.

4.4.1 Feedback

Key feedback related to the potential combination of mechanical and electrical services in one contract. While this was the original ambition, principally because it offers economies of scale, and is a feature of local authority services elsewhere, contractors pointed out that there were challenges to the co-joining of two different services, and that it was potentially a barrier to local contractor participation, as few local contractors were equipped to deliver this style of contract.

Further feedback reflected a pleasing willingness to engage with the social value agenda and contribute to the Dorset community. National contractors attending the engagement day also made these comments.

Threshold levels for day-to-day contracts and small capital works together with the relative weightings of price and quality are discussed below.

4.5 Long-Term Proposal

4.5.1 Contractual Approach and Lot structure

The proposed approach is that through open tender the Council will procure and award separate contracts for building fabric maintenance, electrical and mechanical repairs for council operational, tenanted and housing properties. Housing repairs will be included in the scope of these contracts.

Two contractors will be appointed (for each type of contract) to cover east and west Dorset respectively, and provision will be included in the contracts for cross area working where necessary. Contractors can only win one each of the area contracts to ensure resilience in the service for the Council. A plan showing the Area Split is attached at Appendix A.

Housing voids will be let as one countywide contract as will the specialist service areas of lifts, drainage and sewage, fire alarms and suppression, automatic doors, and asbestos with one contractor each.

The rationale behind this approach is to deliver the following:

- Open, transparent, and effective procurement.
- Encourage ownership and accountability amongst appointed contractors.
- Reduce the supply chain and consequently the administrative burden, together with the high number of transactions.
- Facilitate good contract management.
- Allow for the development of consistent, equitable and sustainable long-term relationships with suppliers.
- Combine service lines between housing and property.
- Over time, facilitate improvement in rates and in the delivery of service including appointment and attendance processes.

All contracts will be JCT 2016 Measured Term Contracts. Contracts will be let for a 4-year term with potential to extend by two further one-year periods.

The approach is summarised at Appendix B

4.5.2 Housing, council operational and tenanted properties

It is recommended that housing council operational and tenanted properties are let under one contract, Dorset Council has a responsibility to repair and maintain both housing and operational and tenanted properties as a Unitary Authority. By combining these three types of property under one contract, the following benefits can be achieved:

- **Collaboration:** Cross-team collaboration between Asset and Housing teams to deliver the four key priorities outlined in the Dorset Council Plan.
- **Clear ownership and commitment** to housing repairs by both Council and contractor
- **Economies of scale** resulting from a single, consolidated contract.
- **A consistent and simplified rate card**, making it easier for both teams to operate efficiently.
- **A standardised repairs and maintenance process**, with consistent KPIs regardless of property type.
- **Multiskilled Engineers:** Over time, the development of multi-skilled engineers capable of maintaining any property type across the region.
- **Social Value:** Long-term investment in social value outcomes, including support for local employment and local suppliers.

However, it is recommended to keep Housing Voids (Empty Properties) under a separate contract for the following reasons:

- **Multiple Service Lines:** Voids do not fall within a single service line and require input from multiple disciplines, including mechanical, electrical, and building fabric maintenance. It would therefore be difficult to allocate Voids to just one of these service lines. Void works should be managed as an individual package, with clear ownership by a single contractor. This approach ensures accountability and prevents the work from being fragmented across different service lines.
- **Prioritisation:** Void works have their own set of priorities and must not be delayed due to contractors from other service lines being diverted to urgent tasks elsewhere.
- **Distinct Supply Chain:** Using a different contractor for Voids helps avoid confusion and ensures the work is clearly identifiable and attributable to the appropriate provider.

4.5.3 Small Capital Works and Revenue schemes

Initially it was felt that the Council should continue to operate its' own framework for this type of works, but the administration of such a framework, at a time when the Council Assets and Property resources are in demand across a wide range of issues and projects is costly and resource intensive. The current Council approach is, as has been noted elsewhere, to use national and regional frameworks and DPS rather than run them in house.

Work will be carried out to establish the most cost effective and appropriate Framework or DPS for capital works and equivalent value revenue schemes above £100,000 up to a maximum of £500,000. Key feedback from the market engagement was that only allowing spend on small capital works in the reactive contracts to the original proposal of £50,000 was too low. £50,000 was unlikely to cover the necessary scope of work for small capital projects and therefore this threshold should be raised. It is now proposed to be £100,000.

4.6 Interim solution

The tender process for the long-term solution to property and housing repairs will not be completed and the new contractors ready for mobilisation until the new year. The estimate is that the new contractors will commence work on the 1st April 2026. Accordingly, there is a need for an interim solution to allow works to be carried out from the end of the current arrangement on 30 September 2025 until 1 April 2026 (with the ability to extend the interim arrangements until 1 April 2027).

Having considered the alternatives, the recommendation is to procure a set of short-term contracts to cover the necessary types of repairs and maintenance work, using The Westworks DPS. While these are only expected to be required for 5 months, to ensure appropriate contingency these are being sought for a 9-

month period with an option to extend for further 3-month periods, if necessary, up to 18 months.

There is no need to seek a further extension to the housing voids contract as the ability to extend Gen One's temporary contract has already been agreed by Cabinet in April 2025.

4.6.1 Procurement route – Interim Solution

The interim solution is being procured through the Westworks DPS which was the most cost effective of those considered, at 1.5% levy on the cost of works as opposed to 2% and 2.5%. It also allows ease of access for incumbent contractors, a number of whom are already signed up.

Interim contracts to allow work to be commissioned are being tendered through the frame-work and subject to members approval and available budget can be let shortly.

4.6.2 Lot Structure – Interim solution

The lot structure for the interim solution is very similar to that which will apply in the longer-term solution. Building Fabric Repairs, Electrical Services and Mechanical Services, together with Programmed Planned Maintenance for the latter two services, will be tendered in two lots each based on east and west Dorset with one contractor for each service. Bidders may tender for all lots, but for the reactive repairs services and planned maintenance can only be appointed to one area.

In this instance, electrical and mechanical planned works are being separated from the reactive works to ensure capacity.

For specialist services Drainage, Lifts, Automatic Doors and Fire Alarms and Protection Equipment the services will be tendered on a Council wide basis. One contractor will be appointed. There is no restriction on tendering or award.

All contracts will be signed up based on JCT 2016 Measured Term Contracts.

4.7 Evaluation

For both the interim and the longer-term solutions, the evaluation criteria are proposed as follows:

Criteria	Weighting (%)
Price	50
Quality	40
Social Value	10

The departure from the Council's recommended 60% price threshold to a 50% /50% price/quality split reflects consideration and feedback about the relative priority of these, and the range of views in the market.

Price is inevitably a critical component as the Council is aiming to reduce rates and mitigate cost in what remains a volatile cost environment. However, the quality component should be encouraged, as a higher quality weighting may promote a focus on outcomes as well as cost, hopefully encouraging performance, reliability, and contract investment. Quality emphasis is also seen as encouraging innovation and expertise, with a potential correlation to better lifecycle value.

The recommended 50/50 weighting allows for both these factors.

Appointing one contractor to east and one to west Dorset and not allowing the same contractor to win both to ensure resilience may have some cost implications. However, ensuring the mitigation of risk and the ability to deal with contractor issues or external events is considered to outweigh this. The influence of the difference in areas and the 50% quality weighting may in any event render comparisons difficult.

4.8 Training and development

Hand in hand with the new contractual arrangements will come a requirement for improved training for staff. This will not only strengthen the contract management of these contracts but will also align with the general Assets and Property improvement plan.

A training plan is currently being drafted with the involvement of legal and procurement.

4.9 Next steps and timetable

Subject to Members approval the next steps will be to conclude the evaluation of tenders received through the Westworks DPS and allocate contracts to cover works for the interim solution.

For the longer-term approach, the aim is to procure the contractors during autumn 2025 with a view to awarding contracts in the new year and commencing work under them from 1st April 2026.

5. Alternative options considered

5.1 A range of alternative options has been considered including the use of Council run Frameworks and appointing all contractors through a regional or national framework or a DPS.

Do nothing is not an option as that would then require the issuing of purchase orders on each and every job and a level of procurement administration that would be unsupportable by any local authority.

Use of a framework or DPS for the long-term solution would be entirely possible but would place continued burden on local suppliers in joining frameworks to give them an equitable chance of being awarded contracts. Use of DPS or framework undoubtedly limits the extent of the market with the opportunity to bid, mitigating against wide open tendering and the opportunity for new and innovative contractors to be appointed.

For the short-term solution, there are limited alternatives. There is insufficient time for an open tender or letting a Council Framework which would mean issuing of a purchase order for every job with all that involves.

6. Legal considerations

6.1 Legal advice has been sought on the options to secure an ongoing service following the end of the existing arrangement on 30th September 2025.

Advice has confirmed that the Westworks DPS offers a compliant route to market for the interim solution allowing the award of contracts as required by the client team. If it is not possible to have these interim contracts in place for 30th September, then advice has been provided on how short-term services can be purchased in accordance with the Council's constitution until the interim contracts are in place.

No specific framework has been identified for the long-term solution but there are a number of options that will offer a position compliant with existing procurement law.

Dorset Council must hold a licence to use the JCT contract terms before entering into the contract. This licence must be obtained by the client department.

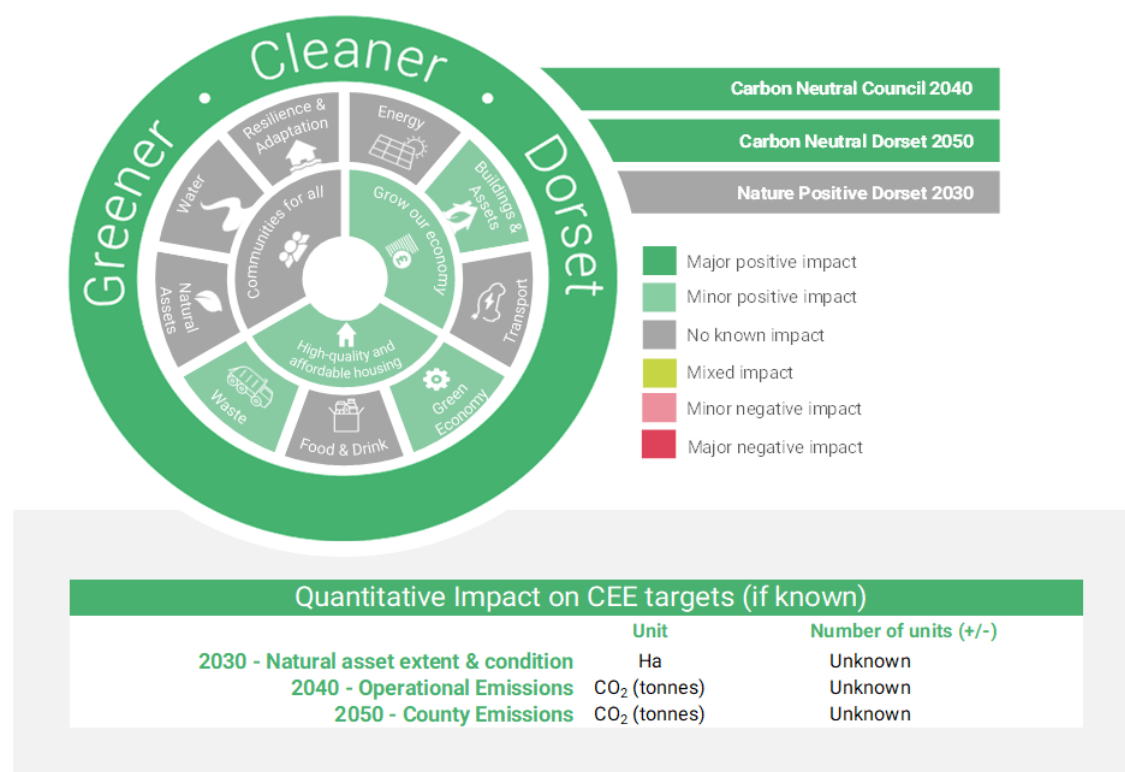
7. Financial implications

7.1 The annual spend on the reactive day to day maintenance is estimated at £4.8m which means that for the interim solution through the Westworks DPS the anticipated spend is £2.4m from 1 October 2025 to 1 April 2026.

For the long-term solution with capital works included the annual spend is estimated at £65m over the life of the contract (4 years with 2x 1year extensions). This includes capital works (subject to capital budget approval) as well as day to day (revenue) spend.

These are contained within the existing repairs and maintenance budgets (which are £5.4m revenue, £7.2m capital) and there are no implications on budget levels.

8. Natural environment, climate & ecology implications



9. Well-being and health implications

9.1 For the Council's operational and tenanted buildings, the improvement of repairs and maintenance services will ensure health and safety and indirectly improve well-being of those visiting and using the buildings. For housing properties, the quality of repairs is a well-known factor in the health and well-being of residents and therefore as well as ensuring health and safety and compliance one would expect to see health benefits delivered as well. It should be remembered that those accommodated in the housing properties administered by the Council are those in most housing need and likely to be correspondingly vulnerable.

10. Other implications

10.1 None

11. Risk implications

11.1 **HAVING CONSIDERED:** the risks associated with this decision; the level of risk has been identified as:

Current Risk: Medium

Residual Risk: Medium

12. Equalities

- 12.1 The Equalities Impact Assessment for this procurement is attached at Appendix 'C'. The impacts on the protected groups are neutral or potentially positive. Enhanced and cost-effective property repairs should benefit all sectors of the community.

13. Appendices

Appendix A – Dorset Council – East/West Lot split

Appendix B – Lot and Award Summary

Appendix C – Scope of Services

Appendix D – Equalities Impact Assessment

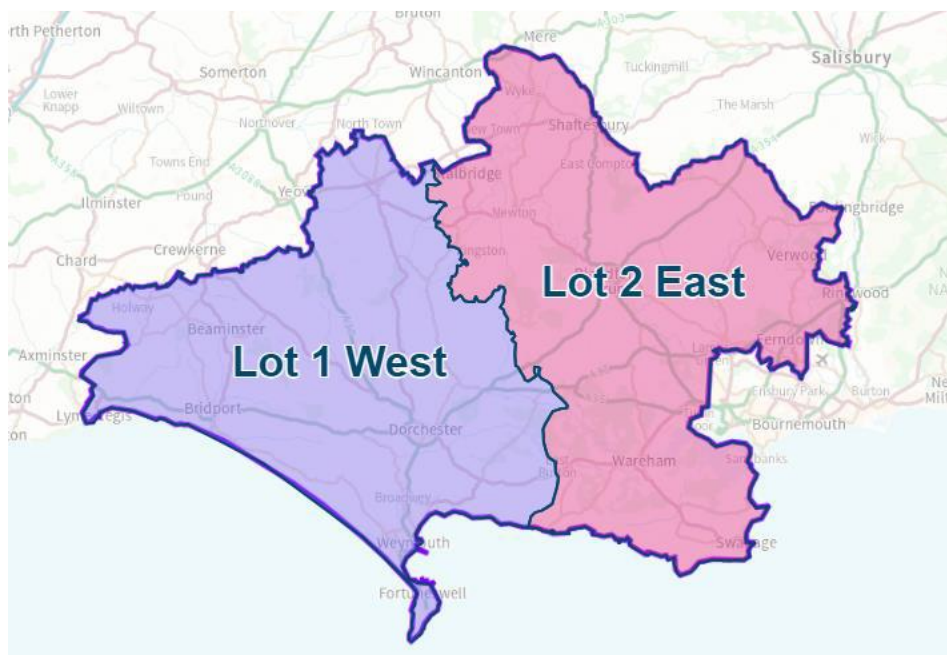
14. Background papers

14.1

15 Report sign-off

- 15.1 This report has been through the internal report clearance process and has been signed off by the Director for Legal and Democratic (Monitoring Officer), the Executive Director for Corporate Development (Section 151 Officer) and the appropriate Portfolio Holder(s)

Appendix A – Dorset Council – East West Lot split



Appendix B – Lot and Award Summary

The repairs requirements are split into the following contracts and lots with the following eligibility for award:

Building Fabric Maintenance - 2 contracts - Lot 1 West, Lot 2 East. This will include any Planned and Preventative Maintenance for BFM.

- *Contractors can only be awarded 1 Lot and must state their preference between the Lots.*

Reactive Electrical Works – 2 contracts – Lot 1 West, Lot 2 East. This will include planned and preventative maintenance.

- *Contractors can only be awarded 1 Lot and must state their preference between the Lots.*

Reactive Mechanical Works – 2 Contracts Lot 1 West, Lot 2 East. This will include planned and preventative maintenance

- *Contractors can only be awarded 1 Lot and must state their preference between the Lots.*

Housing Voids (Empty Properties) – 1 Countywide contract

Specialist Service Lines

Reactive and Planned Maintenance- Lifts – 1 Countywide contract

Reactive and Planned Maintenance- Drainage & Sewage – 1 Countywide contract

Reactive and Planned Maintenance- Fire alarms and Fire Suppression – 1 County wide contract

Reactive and Planned Maintenance- Automatic doors – 1 countywide contract

Reactive and planned maintenance – Asbestos – 1 countywide contract

Contractors may bid for all or any of specialist countywide works contracts and may in theory be awarded them. Potentially they could also win one lot of each of the reactive and planned contracts and housing voids.

Small Capital Works and major revenue works above the value of £100,000 will be allocated to contractors drawn following further competition from a national or regional framework, the most appropriate of which is still to be determined.

Appendix C- Scope of Services – Long term solution

Scope of Services – Interim Solution

Lot	Number of Suppliers	Service Lines
Mechanical (Re)	2 (across 2 Lots)	Plumbing, Mechanical, HVAC, catering equipment, gas works (where appropriate and not in compliance categories)
Mechanical (PL)	2 (across 2 Lots)	Gas works (testing), Plumbing works, HVAC, Access, catering equipment, boilers.
Electrical (Re)	2 (across 2 Lots)	Electrical, Emergency Lighting
Electrical (PL)	2 (across 2 Lots)	Rewiring, PAT testing, installations Emergency Lighting
BFM (Re and Planned)	2 (across 2 lots)	Fabric Repairs, Roofing, Glazing, Doors, Asbestos Works
Specialist (Re and Planned)	1 Specialist supplier per service line	1. Fire alarms, Security alarms, Fire suppression 2. Lifts 3. Automatic Openings 4. Drainage

Scope of service – long term solution

Lot	Number of Suppliers	Service Lines
Lot 1 Mechanical (Re & PL)	2 Total (1 per region East and West)	Including Mechanical works, mechanical installations, drainage and sewerage, plumbing, hot & cold water installations including catering (mechanical only).
Lot 2 Electrical (Re & PL)	2 Total (1 per region East and West)	Including, Electrical works, emergency lighting periodic testing, PAT testing and new replacement installations

Lot 3 BFM (Re and PL)	2 Total (1 per region East and West)	Fabric Repairs, Roofing, Glazing, Doors, above ground run off Drainage, locks.
Specialist (Re and Planned) Lot 4 through 9	1 Specialist supplier per service line	1. Automated Doors, Shutters, Barriers, Gates & Smoke Curtains 2. Lightning Protection 3. Fire and Security Alarms and Fire protection Installations including sprinkler and fire suppression systems <i>(Note - AR to explore this category and make up)</i> 4. Lifts and Hoists. (Passenger Lifts, Goods Lifts, Platform Lifts, Stair Lifts) 5. Fall Protection 6. Asbestos removal 7. Legionella testing 8. Voids

Appendix D - Equality Impact Assessment



Equality Impact Assessment (EqIA) Template

1. Initial information

Dorset Council Property and Housing Repairs – Replacement of RMMSCW Framework

2. Is this a (please delete those not required):

Review of policy, project, strategy, project or service

3. Is this (please delete those not required):

Both internal and external

4. Please provide a brief overview of its aims and objectives:

The aim of the procurement is to replace the existing Dorset Council Framework so that there is an extant procurement regime through which to carry out repairs and small capital works to Council buildings, both operational, tenanted and housing.

The Council's key objectives in this procurement are as follows:

- A repeatable and effective process (both in day to day and in capital works)
- An effective service with a timely emergency response.
- Value for money and appropriate costs
- Appropriate coverage across the council areas
- Coverage over all asset types
- Good performance and quality management through effective KPIs
- Adopting a Life Cycle approach

What matters is what works, but local contractors are welcomed, and it is key that barriers are not placed to impede their involvement. The views of incumbent contractors have been taken into account in formulating the approach

5. Please provide the background to this proposal?

The previous Dorset Council RMMSCW Framework, used to appoint contractors for repairs and small capital works has expired and following previous extension and long-term contract orders, can no longer be used. Accordingly, the Council needs to replace this Framework with new arrangements.

To establish the best solution, the process followed has included desktop review and benchmarking, stakeholder engagement throughout the Council and considerable market engagement with incumbent and potential future suppliers including both an engagement day and one to one sessions.

Evidence gathering and engagement

6. What sources of data, evidence or research has been used for this assessment? (e.g national statistics, employee data):

- Dorset Council Equality Diversity and Inclusion Strategy
- Equality, Diversity and Inclusion: Our Workforce data – Dorset Council
- Diversity Topic Data – Dorset Council

7. What did this tell you?

- Dorset at 30% has significantly more elderly people than England and Wales at 18.1%
- Adherents to the 5 major non-Christian religions amount to 1% of Dorset's population
- 6.1% of Dorset residents are from an ethnic minority as opposed to 19.5% nationwide. 40% of those 6.1% are 'white other'.
- 20% of Dorset's population are classified as disabled under the Equality Act 2010 definition.
- 2.2% shared that they were gay, lesbian, bisexual or had another non-hetero sexual orientation as opposed to 3.1% nationally
- Of Dorset Council employees relatively little can be said as a result of the high proportion of non-declarations. This has resulted in a limited picture and figures purporting to show an under representation as compared to the Dorset area.

- However 64.3% of Dorset Council employees are female as opposed to 52.4% for the same group in Dorset as a whole. The equivalent figures for men are 35.7 to 47.6%

8. Who have you engaged and consulted with as part of this assessment?

- Dorset Council Strategy Performance and Sustainability Staff.
- Assets and Property Senior staff

9. Is further information needed to help inform decision making?

No

Is an EQIA required?

Yes.

It is arguable that as the impacts are likely to be positive or neutral but there is value in testing this.

Assessing the impact on different groups of people

For each of the protected characteristics groups below, please explain whether your proposal could have a positive, negative, unclear or no impact. Where an impact has been identified, please explain what it is and if unclear or negative please explain what mitigating actions will be taken.

- use the evidence you have gathered to inform your decision making.
- consider impacts on residents, service users and employees separately.
- if your strategy, policy, project or service contains options you may wish to consider providing an assessment for each option.
- see guidance for more information about the different [protected characteristics](#).

Key to impacts

Positive Impact	the proposal eliminates discrimination, advances equality of opportunity and/or fosters good relations with protected groups.
Negative Impact	protected characteristic group(s) could be disadvantaged or discriminated against
Neutral Impact	no change/ no assessed significant impact of protected characteristic groups
Unclear	not enough data/evidence has been collected to make an informed decision.

Impacts on who or what?	Choose impact	How
Age	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group.
Disability	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group.
Gender reassignment and Gender Identity	Unclear	The numbers are very small in this protected group and it is therefore difficult to identify the impact with certainty. However, the projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group.
Marriage or civil partnership	Neutral	The projected improvements to the repairs contracts and management should provide a

Impacts on who or what?	Choose impact	How
		better service and may foster better relations with this protected group.
Pregnancy and maternity	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group.
Race and Ethnicity	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group
Religion and belief	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group
Sex (consider men and women)	Neutral	Projected improvements should provide a positive impact to people of either sex
Sexual orientation	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group
People with caring responsibilities	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group

Impacts on who or what?	Choose impact	How
Rural isolation	Positive	The new contractual arrangements are intended to enhance the coverage of the Property and Housing repairs service and improve response times throughout the Council area, particularly with regard to out of hours calls. This is anticipated to have a positive impact on this protected group.
Socio-economic deprivation	Positive	The new contractual arrangements are intended to enhance the coverage of the Property and Housing repairs service and improve response times throughout the Council area, particularly with regard to out of hours calls. This is anticipated to have a positive impact on this protected group.
Single parents	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group
Armed forces communities	Neutral	The projected improvements to the repairs contracts and management should provide a better service and may foster better relations with this protected group

Please provide a summary of the impacts:

Action Plan

Summarise any actions required as a result of this EqIA.

Issue	Action to be taken	Person(s) responsible	Date to be completed by
	N/A		

Sign Off

Officer completing this EqIA: *Julian Wain*

Officers involved in completing the EqIA: *Jessica Maskrey, Peter Jackson*

Date of completion: 28/08/25

Version Number: V2

EqIA review date: TBC

Equality Lead Sign Off: TBC

Next Steps:

- the EqIA will be reviewed by Communications and Engagement and if in agreement, your EqIA will be signed off.

- if not, we will get in touch to chat further about the EqlA, to get a better understanding.
- EqlA authors are responsible to ensuring any actions in the action plan are implemented.

Please send to [Diversity and Inclusion Officer](#)