



Nottingham City Council

Commissioning and Procurement Executive Committee

Date: Tuesday, 9 January 2024

Time: 9.30 am

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham,
NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Director for Legal and Governance

Governance Officer: Mark Leavesley

Direct Dial: 0115 8764302

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7 Exclusion of the public To consider excluding the public from the meeting during consideration of the remaining item in accordance with Section 100A(4) of the Local Government Act 1972 on the basis that, having regard to all the circumstances, the public interest in maintaining the exemption outweighs the public interest in disclosing the information	

8 Exempt appendix - Employee and citizen travel and accommodation online booking system

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The item listed under 'exclusion of the public' will be heard in private. It has been included on the agenda as no representations against hearing the item in private were received

If you need any advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting

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Citizens are advised that this meeting may be recorded by members of the public. Any recording or reporting on this meeting should take place in accordance with the Council's policy on recording and reporting on public meetings, which is available at www.nottinghamcity.gov.uk. Individuals intending to record the meeting are asked to notify the Governance Officer shown above in advance

Nottingham City Council

Commissioning and Procurement Executive Committee

Minutes of the meeting held at Loxley House, Station Street, NG2 3NG, on 12 December 2023 from 10.00 am - 10.30 am

Membership

Present

Councillor Audra Wynter (Chair)
Councillor Cheryl Barnard (Vice Chair)
Councillor Jay Hayes
Councillor Linda Woodings

Absent

Councillor Corall Jenkins

Colleagues, partners and others in attendance:

Anne-Marie Barclay	-	Project Manager
Chris Carter	-	Head of Transport Strategy
Eileen Hudson	-	Principal Records Officer
Mark Leavesley	-	Governance Officer
Steve Oakley	-	Head of Procurement
Theresa Pollard	-	Deputy Data Protection Officer / Solicitor
Iain Turner	-	Senior Transport Planner

Call-in

Unless stated otherwise, all decisions are subject to call-in. The last date for call-in is 22/12/2023. Decisions cannot be implemented until the working day after this date.

43 Apologies for absence

Councillor Jenkins - leave

44 Declarations of interests

None.

45 Minutes

The Committee agreed the minutes of the meeting held on 14 November 2023 as a correct record and they were signed by the Chair.

46 Public E-scooter Hire operator retender – key decision

Chris Carter, Head of Transport Strategy, presented the report and stated the following:

- i. Nottingham's e-scooter hire scheme commenced in October 2020 following a joint procurement in partnership with Derby City Council. Initially planned for a 12-month duration involving 30 local authorities, the trial period has been extended each year by the Department for Transport (DfT);

- i. the DfT have indicated the legalisation of all e-scooters will be forthcoming however, delays have been experienced with securing a Bill slot to take the proposed legalisation through Parliament;
- ii. Nottingham's e-scooter scheme is one of the most well used in the country with an average of 3,000 rides per day and is particularly popular with young people, students and other low-income groups without access to a car. The fleet has been expanded from an initial roll out of 250 scooters to 1,300 scooters (operating license limit) at the current time. Issues with pavement riding and poor parking are being addressed through the implementation of innovative technology, education/communications, and infrastructure;
- iii. the existing contract for the city's e-scooter scheme is due to expire on the 31 May 2024. Therefore, there is a requirement to retender for an e-scooter operator to continue the scheme post-May 2024;
- iv. the trial has recently been extended to 31 May 2026 by the DfT as work on legalisation of all e-scooters continues. A longer-term contract with a duration of three to five years will be sought to cover the extended trial period and a transition period whilst legislation is being passed.

Resolved to

- (1) approve undertaking a procurement for a concessionaire to operate Nottingham's public hire e-scooter scheme for a duration of three to five years;**
- (2) delegate authority to the Corporate Director of Growth and City Development to award the contract to the successful provider following the tender process.**

Reasons for recommendations

- i. Retendering for an operator will secure commitment to continue the ongoing public e-scooter hire trial in Nottingham. It is proposed that the new contract will cover any extension period set out by the DfT as well as the follow-on period where legislation and long-term arrangements are put in place.
- ii. Continuation of the e-scooter hire scheme assists in meeting a number of strategic objectives. These include supporting access to work, education and other services. Providing an affordable personal transport option for short journeys. A clean and green transport mode, that supports the Carbon Neutral 2028 plan.
- iii. The council will be seeking a revenue share from the operator to offset costs associated with managing and overseeing the contract including planning of supporting infrastructure and ongoing maintenance with any surplus to support Council revenue savings. Any supporting infrastructure, such as parking corals, will continue to be funded by local transport grant funding.

Other options considered

Two other options were considered – i. do nothing and ii. seek a short-term contract to cover trial period only.

- i. **Do nothing.** Procurement have advised that it is not possible to extend the contract duration (that is due to expire on 31 May 2024) with the current e-scooter operator. This is due to the scheme hitting the £4.5m revenue threshold over the three and a half years the trial will have been active.
- ii. **Seek a short-term contract to cover any extended trial period.** A short-term contract was considered but feedback from other authorities and operators is that best value could not be achieved from this option. A contract only covering the duration of the trial (expiring 31 May 2026) would not attract investment from an operator or provide the council with levers to ensure high performance.

47 Nottingham Car Club retender - key decision

Chris carter, Head of Transport Strategy, presented the report and stated the following:

- i. a car club offers 'pay as you go' car hire for the public and for businesses. It contributes to Nottingham's sustainable transport approach by offering an alternative to private car ownership for journeys not suitable or possible by alternative means of transport. The benefits of car clubs are that it can be a cheaper option than owning a car, helps to reduce congestion, reduces parking pressure and helps cut pollution;
- ii. all costs and responsibilities associated with private vehicle ownership are included in the annual membership, hourly booking rates and mileage rates. This creates a saving for members when compared with traditional car ownership with limited mileage (typically less than 7,000 miles per year);
- iii. CoMoUK, the national charity dedicated to the social, economic and environmental benefits of shared transport, recently published their annual study into car club usage. The report highlighted that nationally there has been a significant growth in car club membership, which has more than doubled since 2019. On average each car club vehicle in the UK has replaced 22 private vehicles;
- iv. the Nottingham car club has been in operation since 2014. First launched with a City Centre focus it was retendered in 2019. The contract was awarded to Enterprise and will expire in May 2024;
- v. the car club operates on a 'back to bay' model whereby users hire and return a vehicle to a dedicated location. The current fleet comprises of 20-25 vehicles and is a mixture of low emission, hybrid and fully electric vehicles;
- vi. the scheme operates on a fully commercial basis with the concessionaire taking on responsibility for all costs associated with the operation of the scheme

including vehicle purchase, fuel, tax, insurance, cleaning, maintenance, customer support, online booking and payment system.

Resolved to

- (1) approve undertaking procurement to retender for a concessionaire to deliver the Nottingham Car Club for up to five years (a 3 + 2 year concession contract);**
- (2) delegate authority to the Corporate Director of Growth and City Development to award the contract to the successful provider following the tender process.**

Reasons for recommendations

- i. Retendering of the Nottingham Car Club scheme will secure commitment to expand the operating fleet to new hire locations across the city, that will increase the availability of car club vehicles to more residents, businesses and visitors. To support CN28 and cleaner air objectives the operator will also be required to increase the share of low and zero emission vehicles.
- ii. In order to expand the car club, it will be necessary to allocate additional dedicated car club bays in commercial and residential areas, which for on-street locations will require the implementation of further Traffic Regulation Orders (TROs). Future bay locations will be assessed for their viability in terms of customer attractiveness, commercial value and deliverability of electric vehicle charging infrastructure.
- iii. The current concession includes payment of an annual charge by the operator for each dedicated parking bay plus a revenue share. This allows the scheme to operate without the need for Council funding.
- iv. Increasing the number of electric vehicles in the car club fleet will require an increased deployment of electric vehicle charging infrastructure. This will need to be integrated with the Council's roll out of public charging facilities.
- v. The cost of changing infrastructure will be funded through a combination of income generated from the scheme and local transport grant funding.
- vi. Income generated through the scheme will contribute to existing Council savings as well as supporting promotional activity such as discounted drivetime to Nottingham residents or expansion of the service into neighbourhoods that would otherwise not be commercially viable.

Other options considered

Three other options were considered - i. do nothing, ii. extend with the existing operator and iii. deliver in house.

- i. **Do nothing.** As a minimum, the current car club scheme could continue (or decline) on a commercial basis without further involvement from the Council.

Outside of a formal contractual arrangement the Council would not benefit from the income generated and lose all influence over the scheme so was, rejected.

- ii. **Extend with the existing operator.** The tender award in 2019 was for a three-year concession, with an option to extend for a further two years. The two-year extension has already been utilised and further extension of this contract has therefore been rejected.
- iii. **Deliver in house.** The specialist skills and resources required to operate and manage a car club are not available within the Council for the service to be delivered in house, resulting in this option being rejected.

48 Retendering of the offsite storage service - key decision

Eileen Hudson, Principal Records Officer, presented the report and stated the following:

- i. since 2010, the offsite document storage service has been provided by Box-it North Midlands, who are based in Uttoxeter. They are a franchise operated by R P Storage Ltd
- ii. the Council have been out of contract with Box-it for a significant period of time, and so a retendering process now needs to take place for the storage of NCC's paper documentation. The current contract terms with Box-it are to store documents, with a select number of boxes having to be stored in archival (or specialist) storage conditions. They offer a delivery and collection service twice a week to NCC sites and provide a service for confidential destruction of paperwork when requested. They also provide materials, such as file storage boxes and security tags;
- iii. the retendering process provides the opportunity for the Council to futureproof its archived paper data and approval is being sought to re-tender for the provision of an off-site data storage service for approximately 22,739 boxes, with significant additional modifications over and above the existing service provision;
- iv. the process will be to procure a hybrid document management solution using a competitive procedure with negotiation;
- v. the proposal is to move to a hybrid model of service that offers:
 - a physical paper archive solution;
 - a scan on demand service;
 - a significantly reduced box delivery and collection service;
 - a bulk scanning option with file preparation;
 - an improved box tracking audit system;
 - an electronic document management storage solution.

Resolved to

- (1) note that approval is being sought, via the spend control process put in place by Nottingham City Council's Chief Finance Officer, to spend up to £800,000 on the procurement of a hybrid total document management solution and that the procurement will only proceed once approval has been given;**
- (2) subject to (1) above:**
 - (a) approve procurement of a hybrid total document management solution service provider (as detailed in paragraph 3.1 of the report) using a competitive procedure with negotiation;**
 - (b) delegate authority to the Head of Legal Services to approve the outcome of the competitive procedure with negotiation and award and enter an initial 5-year contract, with the option to extend for a further 3-years and then a further 2-years contract, with the successful provider, subject to satisfactory contractual performance:**
 - (c) note each Corporate Directorate Service Delivery Area will be given responsibility for:**
 - i. document digitisation suitability;**
 - ii. document record management (including document retention period policy compliance;**
 - iii. UK GDPR and Data Protection Act 2018 compliance;**
 - iv. ensuring sufficient resource and budget allocation to ensure UK GDPR and Data Protection Act 2018 compliance;**
 - (d) note the intention to de-centralise the budget for the document management solution and devolve this to each Corporate Directorate Service Delivery Area.**

Reasons for recommendations

- i. NCC currently stores 22,739 boxes at Box-it's offsite storage facility. 2,359 of these boxes require storage in higher cost archival conditions, due to the age of these documents, and the need for them to be kept in their physical format in perpetuity;
- ii. The contract has expired, and therefore approval is sought to retender the operation with modifications to the original 2010 specification;
- iii. The annual cost of the current contract primarily only covers the cost for storage, delivery/collection of boxes, and any new box materials. The Box-it service has included the delivery of around 1,500 boxes to various NCC sites per year. The current process is to return the boxes to the offsite facility once the contents are viewed. As a matter of convenience, standard practice, and cultural habit,

sending files to Box-it has been the default option for most service areas for many years;

- iv. In line with changing approaches to the management of paper records by organisations across the public sector, Information Compliance recommends that NCC moves away from purely archiving records to one where records are futureproofed and digitised. NCC have a legal requirement to physically maintain some records in hard copy, usually in perpetuity. The need to retender provides an opportunity for NCC to adopt a new approach to the way the organisation manages paper records. The preferred option would be to consider a hybrid model, storing paper files where legally required to do so, and then digitising paper records when requested to view by colleagues, as well as those with the longer retention dates where it would be cheaper to scan and destroy rather than storing physically. This option will help to support the organisation's future aims;
- v. In a recent Financial Controls Assessment carried out by Ernst & Young, the auditors identified several serious concerns including a weak control environment, ineffective systems, and a culture which is not focused upon compliance. It was found that there were issues around the inability to find documents and document retention. Although this audit related to financial records, it is evident through work conducted by Information Compliance that these issues are likely to be reflective across all areas in the authority in relation to the data that they hold;
- vi. The transformation of the offsite storage service will help underpin the corporate planning theme referred to in the Information Assurance Board Report (18 May 2023). By rethinking how NCC manages and futureproof its information assets, and by taking a longer-term view of records management, NCC can deliver best value outcomes for Nottingham;
- vii. It is envisioned that the process of digitising records will become a longer-term project, with little to no cost savings initially. But with the reduction of paper records stored, and the move to store files digitally, the costs will reduce over the longer-term period of the contract, for which the savings can then be built into larger bulk scanning projects if required;
- viii. Information Compliance believe that, where possible, a programme of digitising records would be beneficial to NCC for the following reasons:
 - Service areas could quickly access information which would reduce delays caused when waiting for boxes to be delivered, improving efficiency within teams, and delivering a better service to our citizens;
 - It is evident through the procurement frameworks related to document management that it is more cost effective to adopt a hybrid model of storage and scanning;
 - It will improve the efficiency of those colleagues classed as hybrid workers to access records from wherever they are working;

- There will be a reduction in risk of records degrading over time or from records being mislaid or lost;
 - There is the future potential to transfer existing digitised documents from decommissioned systems currently used by NCC onto a new EDMS creating one centralised system to store documents;
 - Improved protection of data through IT mechanisms, through providing a better inventory of records than what NCC has at the current time, using metadata to categorise the sensitivity of the information contained, and adding in automatic retention periods;
 - A reduction in storage costs will be made over the timeframe of the contract, although a certain number of records would still need to be retained in hard copy as defined through legislation (such as deeds, births, deaths, and marriage registers) – these could still be digitised for ease of access and to support the reduction of deliveries;
 - The proposal will help support NCC's Carbon Neutral aims by requesting less physical box deliveries, a reduction in documentation being printed, reducing the need large amounts of physical storage, and therefore decreasing utility usage (such as electricity).
- ix. The proposal will help support NCC's Carbon Neutral aims by requesting less physical box deliveries, a reduction in documentation being printed, reducing the need large amounts of physical storage, and therefore decreasing utility usage (such as electricity).

Other options considered

- i. Information Compliance have approached the current supplier and a number of other suppliers for their costings of storage, delivery, and destruction of physical boxes, as well as the scanning and storage of digitised records, with the provision for the use of their own box and document management system. Suppliers have provided the costings in order for the calculation of the projected costings for this report. However, Box-it have not provided new costings for scanning. The new costs include the payment of the uplift and perm-out fee charged by Box-it within the box storage cost projections. There will be further work undertaken with service areas and Information Compliance to understand if the amount of current archival storage is necessary, which may bring the costs down further.
- ii. **Option 1** – Storage only approach (i.e. storage, delivery, destruction of physical paperwork, use of supplier's box tracking platform)

This option would be the same approach taken by NCC that it has done for the past 13 years, therefore remaining as the 'status quo', which is currently unsustainable and not good value for money. Deliveries would still take place to various NCC sites twice a week for colleagues, with the option for the supplier to destroy boxes on NCC's behalf. The only change would be the use of a supplier's box tracking platform to reduce the current risk with the internally built-in house

database. This would not support more agile working, will not achieve efficiencies in terms of staff time and resources, not assist with required digitisation projects as well as not supporting NCC's CN28 aims.

- iii. **Option 2** – Digitisation approach (i.e., digitise everything and only store the records that need to be retained in their physical format, destruction of boxes, use of the supplier's document management system and box tracking system)

This approach will not be suitable or affordable given the staff resource and financial constraints that NCC is currently facing. There is no one size fits all approach to digitisation, and so this 'big bang' approach would not be suitable across the varying teams within the organisation.

- iv. **Option 3** – Hybrid approach (i.e. a scan on demand service to reduce deliveries and stored paperwork, supplier's document management system and box tracking system, storage of boxes where required and when not cost effective to scan)

This would be the desired option for this new tender and from conversations with suppliers, would be the best approach to digitising records. Scans can have a level of service dictated to the supplier which could ensure documents can be delivered electronically to colleagues within 24 hours, and then after a set time, the physical paperwork can then be destroyed - reducing physical storage costs. With this reduction of costs over time, it will release funds in the budget to tackle bulk scanning projects, such as citizen records

- v. Options 2 and 3 will require input from across the organisation, with the assistance of staff within Information Compliance. There will need to be extensive thought and planning within each team to create specified file definitions and categorisations so that electronic scanned files can be indexed and utilised effectively by those staff members who need them to undertake their day-to-day work.
- vi. It is envisaged that changes to the provision will enable internal variations to be made on how the system is managed. At the present time, the budget is centralised, maintained by the Information Compliance team. This means that there is no incentive for services to maintain and manage their physical records. By moving towards a more service-based approach, service areas will be responsible for paying to store their own records, paying for box deliveries and destructions. This will help to prevent unnecessary spend on retaining boxes past their retention date and reducing or removing deliveries to sites when the scan on demand service will suffice, allowing for service areas to be involved in the management of their own records with guidance on the relevant statutory requirements from Information Compliance when required.
- vii. Options will also require consultation with the services that request delivery of boxes and FM Services regarding the impact of changes to the type of offsite storage service that is delivered.

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Subject:	Procurement exercise to secure book supply contract for Nottingham City Library Service 2024-2030		
Corporate Director:	Colin Parr - Communities, Environment and Resident Services		
Portfolio Holder:	Councillor Pavlos Kotsonis - Leisure and Culture		
Report author and contact details:	Stephen Chartres, Performance & Improvement Manager Stephen.chartres@nottinghamcity.gov.uk		
Other colleagues who have provided input:	Maria Balchin, Senior Commercial Business Partner Anthony Heath Contracts & Commercial, Legal Services Holly Fisher, Lead Procurement Officer (Products) Laura Iremonger, Partnerships Team Leader Library Services Nigel Hawkins, Head of Culture and Library Services		
Key Decision	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Subject to call-in <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reasons: <input type="checkbox"/> Expenditure <input checked="" type="checkbox"/> Income <input type="checkbox"/> Savings of £750,000 or more taking account of the overall impact of the decision			<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Type of expenditure:	<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital		
Total value of the decision: £960,000			
Wards affected: All			
Date of consultation with Portfolio Holder: 14 December 2023			
Relevant Council Plan Key Outcome:			
Green, Clean and Connected Communities	<input type="checkbox"/>		
Keeping Nottingham Working	<input type="checkbox"/>		
Carbon Neutral by 2028	<input type="checkbox"/>		
Safer Nottingham	<input type="checkbox"/>		
Child-Friendly Nottingham	<input checked="" type="checkbox"/>		
Living Well in our Communities	<input type="checkbox"/>		
Keeping Nottingham Moving	<input type="checkbox"/>		
Improve the City Centre	<input checked="" type="checkbox"/>		
Better Housing	<input type="checkbox"/>		
Serving People Well	<input checked="" type="checkbox"/>		
Summary of issues (including benefits to citizens/service users):			
<p>This report seeks to continue our membership of the successful East Midlands and Mid Anglia (EMMA) libraries stock consortium with 8 other library authorities (Cambridgeshire, Derby City, Derbyshire, Leicester City, Leicestershire, Nottinghamshire, Peterborough, and Rutland). Working as a consortium allows member library services to combine their spending power to gain significant discounts on the majority of book stock items purchased, achieving best value for the Council and maximising library budgets.</p> <p>The proposal is for Nottinghamshire County Council to lead and manage the procurement process and provide legal advice for which each participating authority will pay agreed fees. Working in this way is beneficial, providing a saving on City Council staff resource and time.</p> <p>The proposed contract period will be for 4 years with 2 possible extension periods of 1 + 1 years commencing 1 April 2024, making a maximum contract period of 6 years. Once suppliers have been agreed and a framework agreement signed, each authority would then enter into separate order and call-off contract agreements.</p>			

Recommendations:

1. To approve participation by the Council in the procurement, led by Nottinghamshire County Council, of a new consortium-based framework agreement (for 4+1+1 years) for the provision of books for loan and reference via the 15 public libraries across Nottingham and on behalf of HMP Nottingham Prison Library.
2. To delegate authority to the Head of Culture and Libraries to award and sign the contract to the successful provider following the procurement process and any associated orders for the Council for the purchase of adult and children's books, entering individual call-off contracts for the term of the contract.

2. Reasons for recommendations

- 2.1 To procure the City's Library Service book supply contract, through a consortium approach, allows member library services to combine their spending power to gain significant discounts on most items purchased, achieving best value for the Council and maximising library budgets.
- 2.2 This is an established consortium, where the City Council has previously benefited from working in a combined way to maximise purchasing power with suppliers.
- 2.3 In approving the request to be a partner organisation in the creation of a supply framework, the leading organisation, in this case Nottinghamshire County Council, has an obligation to act and award in line with Public Contract Regulations, satisfying the contract procurement rules of the Council.

3. Background

- 3.1 The full procurement exercise will be led by Nottinghamshire County Council, open tender via the ProContract procurement portal. Through the appointed Supplier, Nottingham City Council will be able to maximise library budgets and the range of books for library available to purchase for Library Collections and meeting the needs of Nottingham Citizens.
- 3.2 The Consortium approach is currently how the Library Services purchases its book stock. Working as a consortium provides best value, achieving discounts on book retail prices that as a lone authority would not be offered to us. Nottinghamshire County Council leading the procurement/legal process also provides internal NCC officer time/resource savings.
- 3.3 This forms part of the annual supply contract agreed at the beginning of the financial year for supply of books and e-resources for library provision as part of the East Midlands Library Book Buying consortium. An order for this work is raised on agreed amounts and then drawn down against throughout the year to ensure stocks are refreshed and new titles released secured for lending.

4. Other options considered in making recommendations

- 4.1 In recommending approval to undertake a consortium led formal tender process to secure a supplier contract, the following other options have been considered and rejected:
- 4.2 **Cease having a book supply contract for the purchase of books for the Library Service.** - This would result in a detrimental impact on the Council's ability

to offer a responsive service to meet the current and potential future needs of our Citizens, risking the longer-term literacy and reading levels across our City. It potentially could also result in the City Council being in breach of its statutory duty (Libraries & Museums Act 1964) of delivering a comprehensive and efficient library service.

- 4.3 **Nottingham City Council to secure an individual book supply contact for the purchase of its book stock.** Going it alone, the City Council would lose the “Buying Power” and economies of scale that is achieved from a consortium approach. Any discounts would be lost or be minimal and the choice and range of books available may also be restricted. Overall, this would not achieve Best Value for the Council or the residents of Nottingham

5. Consideration of Risk

- 5.1 There are a few risks associated with following a consortium approach for the book supply contract:

a) Risk: an authority pulling out of being part of the consortium.

Mitigation: This is mitigated by good communication and agreed tender specification, followed by continued partnership working through the length of the contract. There is a collaboration agreement in place along with regular meetings with the supplier as part of the terms of the contract

b) Risk: The contracted supplier ceases to trade.

Mitigation: Full due diligence will be undertaken around the potential suppliers. All purchases are paid for on receipt of the stock only, significantly reducing the risk to the necessity of finding an alternative supplier.

c) Risk: Delay in the procurement process and awarding of contract.

Mitigation: A project team with representatives from each of the authorities has been set up to complete the process. A forward plan has been developed which highlights key dependencies and dates for completion to minimise delay in the process.

6. Best Value Considerations

- 6.1 Operating a consortium approach increases the buying power through an overall larger contact value, enabling significant discounts to be negotiated and greater choice explored. This achieves overall Best Value for the Council.

7. Finance colleague comments (including implications and value for money/VAT)

- 7.1 This decision seeks approval to participate in the procurement of book supply through a consortium approach for the Council’s Library services, over a maximum period of 6 years. The Consortium includes 8 other library authorities, with Nottinghamshire County Council as the lead authority. This approach allows the local authorities to combine their spending power with a view to securing discounts, thereby achieving best value for money than procuring individually.

7.2 The decision value for this procurement is £0.960m. The expenditure to be incurred will depend on the resources available. The Budget Strategy and Medium Terms Financial Plan (MTFP) 2024/25 to 2027/28 in Appendix 1 includes a proposal to reduce expenditure in the library service by £1.524m, subject to public consultation. The tendering documents will need to be flexible to align expenditure to service needs, affordability and changing customer behaviours when compared to current spending patterns and resources.

Maria Balchin, Senior Commercial Business Partner – 18/12/2023

8. Legal colleague comments

8.1 This report seeks authority to continue the Council's membership of the East Midlands and Mid Anglia (EMMA) libraries stock consortium with 8 other library authorities (Cambridgeshire, Derby City, Derbyshire, Leicester City, Leicestershire, Nottinghamshire, Peterborough, and Rutland). The perceived benefits to the Council are set out in the report.

8.2 It is understood there is a collaboration agreement in place that governs the EMMA consortium which has not been reviewed for the purposes of these comments. It is assumed that the collaboration agreement has the option to be extended and any process to do so has been followed as set out in that agreement. It has also been confirmed by the Library Service that regular meetings take place involving consortium members in order to take decisions – this appears to be the extent of the governance arrangements around the EMMA consortium.

8.3 The report also refers to a proposal for Nottinghamshire County Council to lead and manage a process which, it appears, will create a framework arrangement under which the Council will be able to call-off contracts for the provision of books for loan and reference for 15 public libraries across Nottingham and on behalf of HMP Nottingham. In return, the Council and other bodies will pay Nottingham County Council fees set by Nottinghamshire County Council. No details of the proposed fees, or terms of the retainer, have been reviewed for the purposes of these comments but the Library Service has confirmed that consideration of meeting best value duties has been given by the Commissioning and Oversight Board and that Procurement colleagues have been involved in this process.

8.4 Of note, it is intended that no consortium member is under an obligation to place an order under the arrangements proposed by Nottinghamshire County Council – in light of possible spending cuts, it is imperative that the Council is not obligated to any or any minimum spend under the arrangements being created by Nottinghamshire County Council.

8.5 The Library Service has confirmed that the Council has an existing contract with HMP Nottingham to deliver a library service, hence reference to HMP Nottingham in the report. That contract with HMP Nottingham has not been reviewed as part of creating these comments so a check should be undertaken that the provisions of that contract align with the proposed arrangements as detailed in this report.

8.6 The report properly cites the Council potentially being in breach of its duty under s7 of the Public Libraries and Museums Act 1964 which obligates a Library Authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof.

- 8.7 Finally, the report seeks authority for the Head of Culture and Libraries to award and execute a call-off contract under the proposed framework contract. The call-off contract terms will be specified in the framework arrangements being created by Nottinghamshire County Council. It is recommended, therefore, that prior to agreeing (if appropriate) the proposed framework arrangements that a review of the arrangements, including the call-off contract terms and conditions, is undertaken by Legal Services.

Anthony Heath, Contracts and Commercial - 19 December 2023

9. Procurement Colleague comments

- 9.1 The request to remain part of the East Midlands and Mid Anglia (EMMA) libraries stock consortium and utilise a framework established by Nottinghamshire County Council does not pose any procurement risk to the Council.
- 9.2 Being a named authority on a framework established under the Public Contract Regulations 2015, and then making call-off or orders under the terms of this framework, complies with the procurement and contract procedure rules.

Holly Fisher, Lead Procurement Officer (Products) – 12/12/2023

10. Crime and Disorder Implications (If Applicable)

- 10.1 There are no Crime and Disorder implications from procuring this book supply contract.

11. Social value considerations

- 11.1 Ensuring continued supply of up-to-date books book titles will enable the Library Service to support literacy, education, career development and employment outcomes for the City. In addition, a continued comprehensive book supply will promote inclusion and cultural enjoyment for City residents.

12 Equality Impact Assessment (EIA)

- 12.1 An EIA is not required at this stage to approve the procurement tender process. However, Equalities considerations will be built into tender specification and ensuring the books and reading material bought, meet diverse cultural needs of our communities and citizens.

13 Data Protection Impact Assessment (DPIA)

- 13.1 A DPIA is not required because there are no data protection implications for in undertaking the tender process.

14 Carbon Impact Assessment (CIA)

- 14.1 There are no Carbon Impact Assessment implications for undertaking the tender process.

15. List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

15.1 None.

16 Published documents referred to in this report

16.1 None.

Subject:	Tender for the supply and maintenance of bus shelters and free-standing units with and without an advertising concession		
Corporate Director:	Sajeeda Rose - Growth and City Development		
Portfolio Holder:	Cllr Angela Kandola - Highways, Transport and Planning		
Report author and contact details:	James Howe, Public Transport Operations Team Leader james.howe@nottinghamcity.gov.uk 07960 199 657		
Other colleagues who have provided input:	Sarah O'Bradaigh, Senior Solicitor Paul Rogers, Finance Officer Holly Fisher, Procurement Officer		
Key Decision	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Subject to call-in <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reasons: <input type="checkbox"/> Expenditure <input checked="" type="checkbox"/> Income <input type="checkbox"/> Savings of £750,000 or more taking account of the overall impact of the decision			<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Type of expenditure:	<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital		
Total value of the decision: £6m (anticipated income over a 15-year contract)			
Wards affected: All			
Date of consultation with Portfolio Holder: 23 November 2023			
Relevant Council Plan Key Outcome:			
Green, Clean and Connected Communities	<input type="checkbox"/>		
Keeping Nottingham Working	<input checked="" type="checkbox"/>		
Carbon Neutral by 2028	<input checked="" type="checkbox"/>		
Safer Nottingham	<input type="checkbox"/>		
Child-Friendly Nottingham	<input type="checkbox"/>		
Living Well in our Communities	<input type="checkbox"/>		
Keeping Nottingham Moving	<input checked="" type="checkbox"/>		
Improve the City Centre	<input type="checkbox"/>		
Better Housing	<input type="checkbox"/>		
Serving People Well	<input checked="" type="checkbox"/>		
Summary of issues (including benefits to citizens/service users):			
Nottingham City Council currently has a 25-year contract that was let in 1999, for the supply and maintenance of street furniture with and without advertising, which is due to expire on 31 st December 2024.			
Street furniture in the terms of this contract is specifically bus shelters and Council information panels (CIPs), otherwise termed as Free-Standing Units (FSUs); these will be referenced as FSUs in this report.			
The Council's street furniture estate comprises of the following:			
<ul style="list-style-type: none"> • 213 advertising bus shelters; • 619 non-advertising bus shelters; • 27 free standing units, which are located in the city centre. 			

The incumbent is contracted to supply and maintain the full estate and manage the analogue (paper) advertising aspect. The Council is not involved in the commercial aspect of selling advertising space on these advertising panels.

As per the existing contract, the Council does receive an Advertising Fee. This is off set against the cost to the Council for the on-going supply and maintenance of the bus shelters, resulting in the existing contract being cost neutral overall.

Nottingham has a comprehensive, high quality public transport network that is supported by high quality infrastructure, which includes excellent passenger waiting facilities, such as bus shelters. These waiting facilities help citizens to complete their public transport journey in a safer and more comfortable manner, and consultation has identified this is important to them.

None of the current advertising panels used within the estate are digital. The use of digital advertising panels has become more prevalent across the Out of Home Media industry in recent years with technology advancing and becoming less costly. Digitising an estate provides more opportunity for income generation as other local authorities have found in recent years when re-tendering for similar contracts. It provides for a more flexible and dynamic approach for advertisers and removes the laborious nature of physically posting new adverts and the associated costs that come with that.

A procurement process is necessary to tender for a new contract for the supply and maintenance of bus shelters and FSUs with and without an advertising concession. A new advertising concession will allow for the provision of digital advertising panels where appropriate which will make this a more attractive opportunity for potential providers. This in turn should provide more income generation for the Council and thereby helping to alleviate budget pressures.

The procurement approach and the preferred financial performance model for the bus shelter and FSUs contract are being discussed and reviewed to confirm the most advantageous position to provide best value for the Council, while improving and enhancing the public transport passenger experience and encouraging public transport use.

Exempt information: None

Recommendations:

- 1** To approve commencement of a tender process for a 15-year contract for the supply and maintenance of bus shelters with and without an advertising concession throughout Nottingham and of free-standing council information units with advertising panels within the city centre.
- 2** To delegate approval to the Corporate Director for Growth and City Development, in consultation with the Corporate Director for Finance and Resources, of the preferred procurement strategy, financial performance model and finalised tender documents, and to enter a contract with preferred supplier/s.

1. Reasons for recommendations

- 1.1 The decision was made not to extend the contract with the incumbent as this would not be commercially beneficial to the Council and would not allow for the existing street furniture to be upgraded to provide digital advertising panels. The tender for the street furniture and the advertising concession will allow for an improved financial outcome for the Council in addition to providing an opportunity to upgrade passenger waiting facilities and have more aesthetically pleasing sleek and slimmer advertising assets in the city centre.

- 1.2 The procurement approach and financial performance model which will feed into the tender specification are being developed. Delegating final project approval for the tender and the appointment of the supplier/s to the Corporate Director for Growth and City Development, in consultation with the Corporate Director for Finance and Resources, will ensure there is suitable project assurance in place and timely approvals to keep the project on track and to programme while maintaining governance. A timely appointment of the supplier/s well ahead of the contract with the incumbent expiring is important as it will allow for any exit agreement to be commenced and managed with the incumbent, if required.
- 1.3 The table below identifies the key project timelines; approvals will be factored into each stage.

Activity	When
Agree preferred financial performance model	By January 2024
Agree preferred procurement strategy	By January 2024
Release tender documents	January - March 2024
Appointment of supplier/s	June 2024
Incumbent contract end date	31 st December 2024
New contract start date	1 st January 2025

2. **Background (including outcomes of consultation)**

- 2.1 The Council manages and is part of a Greater Nottingham Enhanced Partnership with Nottinghamshire County Council and local bus operators that is underpinned by a 10-year Bus Service Improvement Plan (BSIP) for the period 2022 to 2032. This Plan is borne out of the National Bus Strategy, which lays out the Government's ambition to increase the number of bus passenger journeys in England outside of London as part of the Levelling Up agenda by making buses more frequent, reliable, easier to understand and use, better co-ordinated and cheaper.
- 2.2 Key objectives of the Enhanced Partnership include the provision of high-quality bus stop infrastructure, to include waiting facilities such as bus shelters. Using BSIP funding from central government, several improvements continue to be made to public transport provision to further encourage modal shift and public transport patronage growth overall. Areas of improvement targeted include having even better bus priority to help ensure buses are reliable and punctual and a variety of integrated bus and tram operator ticketing initiatives. With some government funding support, bus operators are also investing in greener fleets. Maintaining a high-quality level of passenger waiting facility complements the other improvements being made and further helps Nottingham to achieve its target of being a carbon neutral city by 2028.
- 2.3 The Council has a street furniture estate comprising of 213 advertising bus shelters, 619 non-advertising bus shelters and 27 FSUs, which are the double-sided advertising panels solely located in the city centre. The existing contract gives the provider an exclusive right to display advertising material of 6 sheet sizing (plus or minus 25%) on highways, maintainable at public expense as defined in the Highways Act 1980; for the avoidance of doubt, highways include without limitation pavements and pedestrian areas. The FSUs included in this contract are separate from similar looking units located around the city centre which are provided by telecoms companies and are wholly private assets.

- 2.4 A review of bus shelter numbers and locations is being undertaken to see whether any may be surplus to requirements (located at a bus stop that are no longer served by a bus service). This is being completed by physical surveys and by reviewing passenger boarding data received from local bus operators.
- 2.5 The 213 advertising shelters are in high profile locations from the city centre and along the main arterial routes including the main bus corridors and the outer ring road. All the advertising is paper based and these commercial advertising shelters generate an income for the incumbent and the Council. However, the Council pays the incumbent for the on-going supply and maintenance of the bus shelters, resulting in the existing contract being cost neutral overall. The new contract will address this arrangement, resulting in an opportunity for greater income generation and a net income to the Council overall.
- 2.6 The 619 non-advertising shelters are those that do not have any commercial advertising generating an income. However, 38 of these do have panels fitted and are used by the Council to run campaigns organised by Communications and Marketing or to promote public transport. Two of the 27 FSUs have bus stop maps posted on one side and Marketing & Communications have use of one side of 11 FSUs for Council promotions. The incumbent manages the other available sides of the 27 FSUs for commercial advertising.
- 2.7 The appointment of the supplier/s and the subsequent new contract provides an opportunity to upgrade the street furniture estate to include digital advertising where appropriate, from both the Council and supplier/s perspectives and to increase the revenue generation from the digital assets and an increased income for the Council. Countering the increased revenue generation opportunity is the fact that the non-advertising as well as advertising bus shelters are close to being 25 years old and will need to be replaced or potentially refurbished. Despite this, an increased net income across assets should be achievable.
- 2.8 With the development of technology, digital advertising panels are becoming more widely used by advertising media providers and this is providing more commercial opportunities for local authorities as digital panels allow for more flexible options for the advertising clients and posting costs are removed from the process.
- 2.9 Commercially, the primary goal is to seek as high a net income overall on the contract as possible whilst having high-quality waiting facilities for passengers that contain the basic set of fundamental requirements of appropriate level of cover, seating and lighting. The more capital investment involved in requesting various add-ons will only reduce the overall net income to the Council. Suppliers will be asked to provide costs for optional add-on features, including options to improve the natural environment, for consideration and inclusion as and when required or when future grant funding is secured.
- 2.10 There is growing awareness of the potential to generate income from the development of outdoor advertising/ media opportunity, allowing publicly owned land and other assets to be used by third parties for the purposes of displaying adverts. Any arrangements established will be equitable and sustainable, represent best value, and be compatible with established industry practice and the Council's own advertising content policy.
- 2.11 Street furniture has advanced with regards to design, technology and to be more environmentally friendly over recent years. Companies now supply and utilise more digitised assets to replace or complement the paper-based advertising assets. As with other industries, the market has seen increasing focus being given

to environmental policy and known suppliers have clear carbon neutral policies and plans in place, to cover from production through to operations.

2.12 The contract will allow for the provision of high-quality bus stop infrastructure and waiting facilities to continue, whilst providing an opportunity to produce outcomes to help the Council meet its Carbon Neutral 2028 ambitions. We anticipate that the new bus shelters will provide a safer waiting area promoting independence and encouraging use of public transport.

2.13 Under the existing contract, the incumbent is contracted to supply, maintain and manage the advertising aspect for the full estate of bus shelters and FSUs. Following devolution and the forming of the new combined authority, the responsibility of the bus shelters may transfer to the new authority. The procurement and the new contract arrangements will ensure that the costs and income relevant to the Council and the new authority can be separated transparently.

Consultation

2.14 Full consideration will be given to the consultation outcomes identified below in the tender specification of the bus shelter requirements, to achieve best value.

2.15 **DfT National Travel Attitudes Study Wave 8.** The National Travel Attitudes Study was an online and telephone survey which gathered responses from 2,018 individuals aged 16 and over in England between March and April 2023 and followed on from the National Travel Survey. The focus was on perceptions of safety when walking, cycling and using public transport.

2.16 The key headline figures that are appropriate to this project are listed below and highlight the requirement for good lighting to improve personal safety at bus stop;

- at least 76% of males and 61% of females said that they feel unsafe “never” or “hardly ever” across all phases of a public transport journey;
- 79% of females feel safer with good lighting at stops and on streets and 60% of these females’ rate poor lighting as a factor that makes them feel less safe when walking to a bus or rail stop;
- a stop or station being poorly lit is the second highest reason for people feeling unsafe when waiting for public transport whether at a stop or station with a response of 42% of all respondents, the highest being drunken and disorderly people.

2.17 **Nottingham City Council Bus and Tram User Survey 2023 – Public Consultation.** This survey, led by Public Transport and Marketing & Communications officers, was published online and gathered 2,512 responses from Nottingham residents between July and August 2023. The Survey gave Nottingham’s residents an opportunity to have their say on the public transport network across the City, giving them a chance to advise on what they like about the public transport network and to feedback on what areas could be improved.

2.18 The key headline figures that are appropriate to this project are:

- 80% of respondents said that they felt “very safe” or “fairly safe” when travelling on one of Nottingham’s buses or trams;

- 94% of respondents felt “very safe”, “fairly safe” or “neutral” when waiting at a bus or tram stop, with only 6% feeling “fairly unsafe” or “very unsafe”;
- 1,102 respondents would like to see better lighting at bus shelters and 1,062 respondents would like more seats.

2.19 The Survey respondents were given the opportunity to provide the reasoning for their responses. The common theme for feeling unsafe was feeling exposed at bus stops because of the lack of or poor lighting, no CCTV and bus stops without shelters.

2.20 The responses for a similar Council survey undertaken in 2020 included 65% of respondents replying that they felt “very safe” or “fairly safe” waiting at a bus or tram stop and 13% felt “fairly unsafe” or “very unsafe”. In comparison to the 2020 Survey, passengers are feeling safer when waiting at a bus or tram stop.

2.21 The survey asked how passenger waiting areas, bus shelters in particular, could be improved. Respondents were able to select multiple options and the improvements are prioritised based on the number of selections: CCTV at shelters (1,433), more lighting (1,102), more seats (1,062), green roof shelters (869) and more digital information (799). Other project appropriate responses included – up to date information at stops, bus shelters that protect users from the weather, more comfortable seats, better maintenance of shelters, better placed stops and larger bus shelters at busy stops. Lighting, seats and public transport information are more important to people than technological advancements like Wi-Fi and charging stations.

2.22 The improvements to bus shelters identified from the survey will be taken into consideration during the tender stage. While the provision and size of shelters, seating and lighting will be reviewed as part of the tender specification and will be prioritised ahead of other features, the inclusion of green roofs on the shelters does require more investigation regarding the suitability and value for money of this provision. Similar, the inclusion of CCTV within bus shelters is unlikely to be progressed at this stage.

2.23 **Nottingham City Council Consultation on a Procurement for Street Furniture with Advertising Concession – Stakeholder Consultation.** Many key NCC colleagues and stakeholders including Nottingham University Hospitals, Trent Barton, NCT, CT4N along with the University of Nottingham, Nottingham Trent University and Bilborough Sixth Form College, have been advised of the procurement opportunity and were invited to provide comments on the tender process and requirements for the street furniture. It was highlighted that the primary goal is to have a high-quality waiting facility for passengers that contains a basic set of fundamental requirements – seating, appropriate level of cover and lighting – as well as to optimise the commercial opportunity to the Council in terms of revenue generation from commercial advertising.

2.24 The headline requests included enhancing the biodiversity offer such as green or wildflower meadow roofs, LED lighting, solar panels where possible and options for appropriate seating and shelter options, ensuring visibility and appropriate coverage, and the continuation of a high standard of maintenance and cleaning. The bus shelters should be passively safe to avoid vehicle collisions that may result in serious or fatal casualties and digital images should be appropriate for the location and should not obstruct visibility on highways and particularly at junctions. A review of the FSUs should be carried out as this project provides an opportunity to consider the appropriateness of their location. Social value considerations

should also be considered, especially regarding the manufacturing materials and their environmental impact. The option to include Wi-Fi at city centre shelters and/or via FSUs for city centre wide coverage was identified in the consultation and will also be further investigated.

3. **Other options considered in making recommendations**

3.1 Other options considered are detailed in appendix 1, summarised below:

Option 1. The option to extend the existing JCDecaux contract was rejected.

Option 2. The option to complete a joint procurement exercise and have a joint contract with Nottinghamshire County Council for the provision of bus shelters and FSUs was rejected.

Option 3. The option to have separate contracts for the supply of shelters and maintenance from the advertising element was rejected.

Option 4. The option to do nothing was rejected.

4. **Consideration of Risk**

4.1 Global supply chain issues and instability in prices could feed into uncertainty around materials, costs and availability to the supplier and may have an impact on the new contract or contracts, especially if the incumbent does not win the tender. Increased costs to any supplier would naturally negatively impact on the commercial offer provided to the Council under this tender.

4.2 If a new supplier/s wins the tender, then this will lead to a greater level of disruption to the public and businesses as any mobilisation plan would involve the incumbent having to remove their assets on a phased basis, with the new supplier/s required to install their new assets soon after. Both suppliers would have to work together to avoid bus passengers not having a bus shelter for any great length of time.

4.3 There is a risk of either supplier wanting to undertake a mobilisation plan that works best for them. For example, the incumbent will prefer to leave advertising sites in the ground longer than non-advertising sites to maintain an income stream, whereas the new supplier would look to resolve the advertising locations first to start generating income quicker.

4.4 The current contract with the incumbent does not contain a detailed exit plan should they be required to remove their assets out of the ground post contact expiry. A detailed exit plan has been requested from the incumbent and is expected for review prior to the new tender being released.

5. **Best Value Considerations**

5.1 The procurement of the new street furniture contract intends to seek out Best Value with the cost and quality of the product. Confirming the procurement specification and income generation requirements are met, whilst ensuring the longevity of the product and ensuring social value to benefit the citizens of Nottingham along with meeting environmental concerns will be key considerations during tender evaluation.

- 5.2 Best Value was a key consideration to the review and recommendations to reject the other options available to the Council, as outlined in section 3.
- 5.3 Discussions will be had with the supplier/s to maximise the commercial opportunity for the Council whilst ensuring that the Council retain access to advertising space for non-commercial advertising of statutory duties and emergency communications.

6. Finance colleague comments (including implications and value for money/VAT)

- 6.1 The Decision to go to Tender for the Supply and Maintenance of Bus Shelter and Free Standing Units for 15 year intending to start on 1 January 2025 is supported as there is anticipated revenue generation of £6m over the length of the contract.
- 6.2 The current contract Nottingham City Council have with JCDecaux is due to expire on 31 December 2024, with the income from Advertising paying for the upkeep bus shelters. The upgrade to digital signage will give an increased amount of income, over the previous contract as detailed above.
- 6.3 The Tender will be subject to legal and procurement requirements as detailed below. Any changes to Budget will be reflected in the forecast and budget for the service and reviewed regularly for any changes.

Paul Rogers, Finance Business Partner - 04 October 2023

7. Legal colleague comments

- 7.1 Given the total estimated value of the contract, a procurement exercise for the new contract(s) will need to be undertaken to comply with the Council's Contract Procedure Rule 18.65 and the Public Contract Regulations 2015 (PCR)/the Concession Contracts Regulations 2016 (CCN), as applicable. Depending on the circumstances, one regulatory scheme – either the PCR or the CCN – may take precedence overall and a single contract may be awarded.
- 7.2 Alternatively, separate contracts may need to be awarded. In determining the appropriate regulatory scheme which will apply and whether to award a single contract or separate contracts, regard will need to be had to regulation 20 of the CCN which deals with mixed contracts.

Sarah O'Bradaigh, Senior Solicitor - 31 October 2023

8. Procurement colleague comments

- 8.1 The request to undertake a procurement exercise for the provision of Bus Shelters and Free Standing Units with and without Advertising complies with the Council's contract procedure rules and the Concession Contract Regulations.
- 8.2 The aspect of the contract with the highest financial considerations, the marketing income, is the deciding factor in the tender exercise being completed under the procedures and regulations within the Concession Contract Regulations 2016.
- 8.3 This contract requirement will be supported by procurement to ensure the final contract offers best value and remains compliant.

Holly Fisher, Lead Procurement Officer (Products) - 09 October 2023

9. Crime and Disorder Implications (If Applicable)

9.1 The improved lighting at bus shelters should assist to increase the safety of public transport users and the perception of feeling safe while waiting at a bus stop. The greater visibility at bus shelters should discourage crime and disorder.

10. Social value considerations (If Applicable)

10.1 Social value will be considered and applied during the procurement stage. There is a clear focus on supporting carbon neutral goals from product design, manufacturing, construction and delivery, through to operational processes.

10.2 Options for supporting local spend and reducing environmental impact will be included as part of the tender and product specification.

10.3 Advertising space will be retained for NCC for non-commercial advertising of statutory duties and for emergency communications.

10.4 The ongoing provision of quality bus shelters will aid to encourage and increase public transport use to assist to meet with Carbon Neutral 2028 ambitions.

11. Regard to the NHS Constitution (If Applicable)

11.1 Not applicable.

12. Equality Impact Assessment (EIA)

12.1 Attached as appendix 2, and due regard will be given to any implications identified in it.

13. Data Protection Impact Assessment (DPIA)

13.1 Following correspondence with Information Compliance, it has been agreed that as the current proposals do not include the installation of CCTV or video monitoring, a DPIA is not necessary. If the scope of works changes to involve the collection of personal data, contact will be made with Information Compliance to progress the DPIA ahead of any proposals being implemented.

14. Carbon Impact Assessment (CIA)

14.1 Attached as Appendix 3, and due regard will be given to any implications identified in it. The CIA will continue to be updated as the project progresses.

15. List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

15.1 None.

16. Published documents referred to in this report

16.1 None.

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Other Options Considered

Option 1.

The option to extend the existing JCDecaux contract was rejected as the tender exercise allows for bus shelters to be upgraded and replaced as required and it provides an opportunity to upgrade the contract to provide an increased income stream to the Council through new investment in digital advertising panels on both CIPs and bus shelters were appropriate.

Option 2.

The option to complete a joint procurement exercise and have a joint contract with Nottinghamshire County Council for the provision of bus shelters and CIPs was rejected. Discussions took place with Nottinghamshire County Council colleagues to try and establish whether there would be an overall net benefit to undertaking a joint procurement exercise.

The County Council have a contract, with a different supplier to the City Council, for the supply of advertising and non-advertising bus shelters that is due to expire on 31st May 2025, which is 5 months after the City Council's contract expires. The County Council contract does not include free-standing advertising units and they have no such contract for that kind of asset with any other supplier.

The initial benefit of a joint procurement would be to achieve a uniform look for the Robin Hood Network branded Greater Nottingham Bus Partnership area and maintain consistent high-quality standards across this key public transport network area. Resources could have been pooled to deliver the procurement more efficiently and to potentially increase the financial outcome for both Councils. However, upon further investigation and discussion amongst Council officers, suppliers and impartial advice from an advertising consultant, this option was rejected for the following key reasons:

Having Robin Hood Network branding and a consistent high-quality standard of waiting facilities is still perfectly achievable should either Council procure independently.

There would be a guaranteed change of supplier as each Council has a different incumbent supplier, which would result in a definite demobilisation process and the added upheaval that this would bring, which would include constant disruption to different areas of the respective Council areas over a potential period of three years.

The existing contracts end five months apart, which adds a further complication in terms how that could be dealt with in a mutually acceptable fashion.

The City Council possesses the potentially more attractive advertising bus shelter sites and has the free-standing units. This could potentially mean the City Council not maximising its own opportunities from a financial viewpoint.

There would be an increasing number of stakeholders to engage with and it could be difficult politically to procure jointly. Officer views may also vary by authority and could lead unresolvable disagreements over how the tender process is undertaken.

The County Council may choose to consider extending their existing contract arrangements.

Option 3.

The option to have separate contracts for the supply of shelters and maintenance from the advertising element was rejected as this option would involve buying, rather than leasing bus shelters and CIPs. Some local authorities purchase and own their own non-advertising shelters, but this requires much capital investment upfront. Advertising shelters are usually leased via an advertising concession contract, with the media owner managing the advertising on them.

Separating the supply of non-advertising shelters and advertising shelters would mean certain upheaval and added risk to the Council as there would be a definite need for a new supplier as our incumbent supplier only bids for contracts that include advertising. It would also require significant upfront capital expenditure and additional contracts to manage, in addition to potentially having to deal with a third supplier if the incumbent did also not win the bus shelter with advertising tender. The Council does not possess the necessary internal resources to maintain the non-advertising or advertising shelters. The advertising concessionaires have years of experience, expertise and a high number of regular advertising clients that highly trust and value their services. A local authority would not have the resources, experience or reputation to match their performance and there would be much less potential reward for a very high-risk strategy.

Another consideration was whether existing shelters could be purchased. However, the incumbent has stated that their policy is that they can only provide the shelters if they hold the advertising concession contract and can maintain the shelters themselves. As a general stance, they do not permit other contractors or in-house Council teams to maintain their branded shelters to ensure they have sole responsibility for their own reputation.

Option 4.

The option to do nothing was rejected as there is a requirement for shelters and CIPs once the current contract expires. Additionally, doing nothing would mean missing out on an opportunity to generate greater income for the Council.

Equality Impact Assessment (EIA) Tool

Document Control

Control Details:	
Title of EIA/ Decision (DDM): Budget booklet code (if applicable): If this is a budget EIA please ensure the title and budget booklet code is the same as the title used within the budget booklet	Tender for the Supply and Maintenance of Bus Shelters and Free Standing Units with and without an Advertising Concession
Name of author (Assigned to Pentana):	James Howe, Public Transport Operations Team Leader
Department:	Growth & Development
Director:	Paul Seddon
Division:	Public Transport
Contact details:	james.howe@nottinghamcity.gov.uk / 07960 199 657
Strategic Budget EIA:	No
Exempt from publication:	No
Date decision due to be taken:	09/01/2024

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Document Amendment Record

Version	Author	Date
1	James Howe and Sushma Fear	25/10/2023
1.1	Comments from Rosey Donovan	02/11/2023
2	Sushma Fear and James Howe	03/11/2023
3	Steve Tough	17/11/2023

Contributors/Reviewers (Anyone who has contributed to this document to be named)

Name	Title role	Date
Rosey Donovan	Equality and Employability Consultant	02/11/2023

Glossary of Terms

Term	Description
BAME	Black, Asian and minority ethnic
CCTV	Closed-circuit television
CIPs	Council information panels
CT4N	CT4N Charitable Trust, formerly Nottingham Community Transport. Community Transport for Nottingham
DfT	Department for Transport
DIG	Disability Involvement Group
FSUs	Free standing units
LED	Light-emitting diode
LGB+	Lesbian, gay, bisexual and other sexual orientations
NCC	Nottingham City Council
NCT	Nottingham City Transport

Section 1 – Equality Impact (NCC staff/ Service users/ Citizen/ Community impact)

1. a. Brief description of proposal/ policy/ service to be assessed

Nottingham City Council currently has a 25-year contract that was let in 1999, for the supply and maintenance of street furniture with and without advertising, which is due to expire on 31st December 2024.

Street furniture in the terms of this contract is specifically bus shelters and Council information panels (CIPs), otherwise termed as Free-Standing Units (FSUs); these will be referenced as FSUs in this report.

The Council's street furniture estate comprises of 213 advertising bus shelters, 619 non-advertising bus shelters and 27 free standing units, which are located in the city centre

The incumbent provider is contracted to supply and maintain the full estate and manage the analogue (paper) advertising aspect. The Council is not involved in the commercial aspect of selling advertising space on these advertising panels.

Nottingham has a comprehensive, high quality public transport network that is supported by high quality infrastructure, which includes excellent passenger waiting facilities, such as bus shelters. These waiting facilities help citizens to complete their public transport journey in a safer and more comfortable manner, and consultation has identified this is important to them.

A procurement process is necessary to tender for a new contract for the supply and maintenance of bus shelters and FSUs with and without an advertising concession. A new advertising concession will allow for the provision of digital advertising panels where appropriate which will make this a more attractive opportunity for potential providers. This in turn should provide more income generation for the Council and thereby help to alleviate budget pressures.

The procurement approach and the preferred financial performance model for the bus shelter and FSUs contract is being discussed and reviewed to confirm the most advantageous position to provide best value for the Council, while improving and enhancing the public transport passenger experience and encouraging public transport use.

1. b. Information used to analyse the equalities implications

Age

Nottingham City age group demographics:

- Under 15 – 18.1%
- 16-24 – 21.7%
- 25-44 – 28.7%
- 45-59 – 15.6%
- 60+ - 15.9%

Older people are at a higher risk of poverty, which increases the likelihood of this age group travelling by bus. For example, in 2019, people in the lowest real income quintile made more local bus trips on average than any other income quintile. Those in the highest income quintile made the least number of local bus trips.

Disability

In Nottingham City, 18.1% of people have long-term health problems that limit day-to-day activities. Data collected by Transport Statistics (2019) found that people with a disability make fewer trips by car. Simultaneously, disabled people are also less likely to be a car driver, placing further importance on accessible public transport to instil independence. Better employment outcomes for disabled people can also be achieved by the provision of accessible buses.

Sex

The population of Nottingham City is comprised of 51% females and 49% males. Lone parents are predominantly female, which affects socioeconomic status and access to their own cars. As previously mentioned, car ownership amongst lone parents tends to be low. There are also a higher proportion of female carers when compared to male carers. This makes both pushchair and wheelchair spaces particularly relevant on-board buses.

Race

27.2% of the total resident population of Nottingham belong to BAME communities. BAME groups more frequently face socioeconomic disadvantages, which can correlate with living in more densely populated areas where air quality is poor. Densely populated areas could include St Ann's, The Meadows, Forest Fields and Hyson Green, where BAME communities represent 50.4%, 48.2%, 52.3% and 49.6% respectively. Socioeconomic disadvantages can directly correlate to the proportion of individuals who have access to a privately owned vehicle.

Gender Reassignment

There is currently no robust data about the number of transgender people in the United Kingdom.

Religion or Belief –

In Nottingham City, the percentage of the population belonging to religious or spiritual belief groups are as follows:-

- Christian – 44.2%
- Buddhist – 0.4%
- Hindu – 1.5%
- Jewish – 0.3%
- Muslim – 8.8%
- Sikh – 1.4%
- Other religion – 0.5%
- No religion – 35%

Sexual Orientation

Currently, there is no robust data about the number of LGB+ people in the UK. However, Stonewall estimates that one in 10 people identify as LGB+ and according to the 2021 Census 3.2% of people identify as LGB+.

Other evidence which might be relevant

Car ownership in Nottingham is also significantly lower than the average in England, with the 2011 Census suggesting that 38.0% of households in the city do not have access to a car or van, compared to 23.5% in England. Car ownership is also particularly low amongst pensioners living alone as well as lone parents. With car ownership or access to car low in the city, importance is placed upon buses to provide access to work and education, and to limit levels of social isolation.

There is emerging evidence that suggests air pollution can be associated with poorer mental health conditions. This includes potential links between air pollution exposure and increased rates of both depression and anxiety disorders.

DfT National Travel Attitudes Study Wave 8. The National Travel Attitudes Study was an online and telephone survey which gathered responses from 2,018 individuals aged 16 and over in England between March and April 2023 and followed on from the National Travel Survey. The focus was on perceptions of safety when walking cycling and using public transport.

The key headline figures that are appropriate to this project are listed below and highlight the requirement for good lighting to improve personal safety at bus stop.

- At least 76% of males and 61% of females said that they feel unsafe “never” or “hardly ever” across all phases of a public transport journey.
- 79% of females feel safer with good lighting at stops and on streets and 60% of these females rate poor lighting as a factor that makes them feel less safe when walking to bus a bus or rail stop.
- A stop or station being poorly lit is the second highest reason for people feeling unsafe when waiting for public transport whether at a stop or station with a response of 42% of all respondents, the highest being drunken and disorderly people.

Nottingham City Council Bus and Tram User Survey 2023 – Public Consultation. This survey, led by Public Transport and Marketing & Communications officers, was published online and gathered 2,512 responses from Nottingham residents between July and August 2023. The Survey gave Nottingham’s residents an opportunity to have their say on the public transport network across the City, giving them a chance to advise on what they like about the public transport network and to feedback on what areas could be improved.

The key headline figures that are appropriate to this project are:

- 80% of respondents said that they felt “very safe” or “fairly safe” when travelling on one of Nottingham’s buses or trams.
- 94% of respondents felt “very safe”, “fairly safe” or “neutral” when waiting at a bus or tram stop, with only 6% feeling “fairly unsafe” or “very unsafe”.
- 1,102 respondents would like to see better lighting at bus shelters and 1,062 respondents would like more seats.

The Survey respondents were given the opportunity to provide the reasoning for their responses. The common theme for feeling unsafe was feeling exposed at bus stops because of the lack of or poor lighting, no CCTV and bus stops without shelters.

The responses for a similar Council survey undertaken in 2020 included 65% of respondents replying that they felt “very safe” or “fairly safe” waiting at a bus or tram stop and 13% felt “fairly unsafe” or “very unsafe”. In comparison to the 2020 Survey, passengers are feeling safer when waiting at a bus or tram stop.

The survey asked how passenger waiting areas, bus shelters in particular, could be improved. Respondents were able to select multiple options and the improvements are prioritised based on the number of selections: CCTV at shelters (1,433), more lighting (1,102), more seats (1,062), green roof shelters (869) and more digital information (799). Other project appropriate responses included – up to date information at stops, bus shelters that protect users from the weather, more comfortable seats, better maintenance of shelters, better placed stops and larger bus shelters at busy stops. Lighting, seats and public transport information are more important to people than technological advancements like Wi-Fi and charging stations. None of the responses received identified any concerns or impact on equality.

The improvements to bus shelters identified from the survey will be taken into consideration during the tender stage. While the provision and size of shelters, seating and lighting will be reviewed as part of the tender specification and will be prioritised ahead of other features, the inclusion of green roofs on the shelters does require more investigation regarding the suitability of this provision. Similar, the inclusion of CCTV within bus shelters is unlikely to be progressed at this stage.

Nottingham City Council Consultation on a Procurement for Street Furniture with Advertising Concession – Stakeholder Consultation. Many key NCC colleagues and stakeholders including Nottingham University Hospitals, Trent Barton, NCT, CT4N along with the University of Nottingham, Nottingham Trent University and Bilborough Sixth Form College, have been advised of the procurement opportunity and were invited to provide comments on the tender process and requirements for the street furniture. It was highlighted that the primary goal is to have a high-quality waiting facility for passengers that contains a basic set of fundamental requirements – seating, appropriate level of cover and lighting – as well as to optimise the commercial opportunity to the Council in terms of revenue generation from commercial advertising.

The headline requests included a requirement for a biodiversity offer such as green or wildflower meadow roofs, LED lighting, solar panels where possible and options for appropriate seating and shelter options, ensuring visibility and appropriate coverage, and the continuation of a high standard of maintenance and cleaning. The bus shelters should be passively safe to avoid vehicle collisions that may result in serious or fatal casualties and digital images should be appropriate for the location and should not obstruct visibility on highways and particularly at junctions. A review of CIPs should be carried out as this project provides an opportunity to consider the appropriateness of their location. Social value considerations should also be considered, especially regarding the manufacturing materials and their environmental impact.

1. c. Who will be affected and how?

Impact type (NCC staff/ Service users/ Citizens/ Community)	Equality group/ individual	Positive	Negative	None	Reasons for your assessment (Including evidence)	Details of mitigation/ actions taken to advance equality	Details of any arrangements for future monitoring of equality impact (Including any action plans)
Service users Page 37	People from different ethnic groups	X			There will be no impact if a similar contract for bus shelters and CIPs is progressed. Potential changes to the bus shelters will include better improved lighting and seating options, which will benefit all bus users.		Annual Public Transport survey. Regular consultation with groups with protected characteristics will continue via Nottingham City Council's equalities teams and their scheduled meetings and existing relationships that public transport team has with the local DIG will be maintained to ensure any unforeseen issues that arise following roll-out are addressed in a timely fashion. Any appropriate concerns and accessibility issues will be incorporated into the project. Continuous evaluation and engagement with other stakeholders will be maintained to ensure that any queries or

Page 38						<p>concerns about the project are addressed quickly. Current information systems such as complaints and feedback received through the council's travel centre as well as through Nottingham City Transport's travel centre will provide crucial insight into the public's opinion of the project as it is rolled out across the network. Any appropriate concerns and accessibility issues will be incorporated into the project</p> <p>The project will be assessed for any impact on equality from design through to completion and benefit realisation. This will be measured by ensure that all national guidance and design standards are adhered to, ensure the project meets the current standards and does not have a negative impact on people in protected groups.</p> <p>The EIA will remain a live document and the Project Team will keep the EIA updated of any changes and will incorporate</p>
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							any equality impacts or concerns that may be identified, along with proposals for their mitigation. Colleagues in the Equalities and Employability service area will be informed of any amendments to the EIA and approval of the revised EIA will be sought.
Service users	Men	X					As above.
Service users	Women	X					As above.
Service users	Trans	X					As above.
Service users	Disabled people/ carers	X					As above.
Service users	Pregnancy and maternity	X					As above.
Service users	Marriage/ Civil Partnership	X					As above.

Service users	People of different faiths/ beliefs and those with none	X					As above.
Service users	Lesbian/ Gay/ Bisexual people	X					As above.
Service users	Older	X					As above.
Service users	Younger	X					As above.
Service users	Other (e.g. looked after children, cohesion/ good relations, vulnerable children/ adults), socio-economic background. <i>Please underline the group(s)</i>	X					As above.

	<p><i>/issue more adversely affected or which benefits.</i></p>						
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1. d. Summary of any other potential impact (including cumulative impact/ human rights implications):

The tendering for the bus shelters contract will ensure that current provision of bus stop waiting infrastructure continues whilst providing an opportunity for the facilities to be improved to enhancing the public transport passenger experience and encouraging public transport use.

Improvements to the bus stop shelters, which could include improved lighting provisions will allow people to feel safer whilst waiting at bus stops. Perception of safety improvements will be improved, as the need to wait in areas that may be deemed as unsafe is reduced, instilling confidence when using public transport. This is a benefit for all public transport users and equality groups but could be seen as improving the safety of lone and vulnerable transport users.

There will be a positive impact from the potential to improve bus stop shelter seating, which could make waiting at a bus stop more comfortable for those with mobility issues.

It is anticipated that the improvements at bus stops will assist to reduce the number of vehicles on the road and encourage use of public transport and therefore assist to improve the air quality in Nottingham.

Improvements in air quality are beneficial to young and old people. Poor air quality is known to impact on lung development of younger people and the lung function of older people, particularly those with respiratory illness or asthma. Poor air quality has also been directly linked to Alzheimer's. Health inequalities amongst BAME communities that live in densely populated urban areas will improve following the reduction in air pollution.


Section 2 – Equality outcome

Please include summary of the actions identified to reduce disproportionate negative impact, advance equality of opportunity and foster good relations. Please pull out all of the mitigations you have identified and summarise them in this action plan

Equality Outcome	Adjustments to proposal and/or mitigating SMART actions	Lead Officer	Date for Review/ Completion	Update/ complete
Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010.	Not applicable			
Advance equality of opportunity between those who share a protected characteristic and those who don't	Not applicable			
Foster good relations between those who share a protected characteristic and those who don't	Not applicable			
(Please add other equality outcomes as required – e.g. mitigate adverse impact identified for people with a disability)	Not applicable			

Please note: All actions will need to be uploaded onto Pentana

Section 3 – Approval and publishing

<p>The assessment must be approved by the manager responsible for the service /proposal. Approving Manager details (name, role, contact details):</p> <p>Steve Tough Head of Transport Projects and Operations steve.tough@nottinghamcity.gov.uk 0115 876 4096</p>	<p>Date sent for advice:</p> <p>25/10/2023</p>
<p>Approving Manager Signature:</p> 	<p>Date of final approval:</p> <p>17/11/2023</p>

Page 43

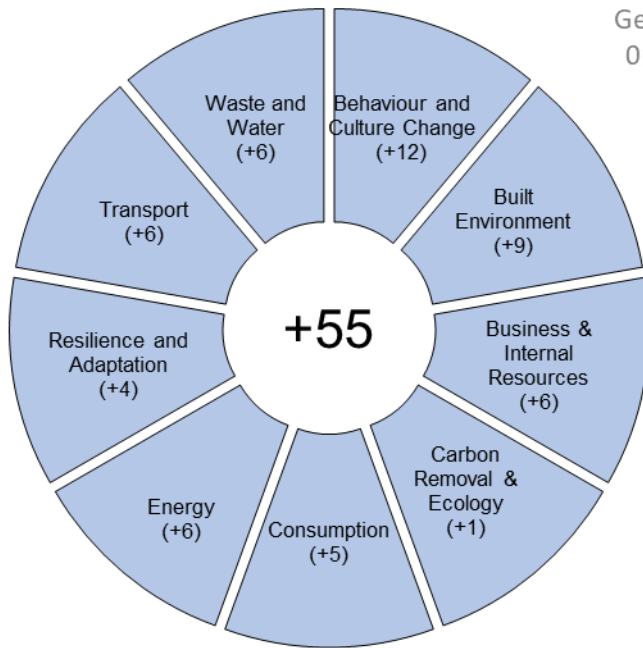
For further information and guidance, please visit the [Equality Impact Assessment Intranet Pages](#)
Alternatively, you can contact the Equality and Employability Team by telephone on 0115 876 2747

Send document or link for advice and/ or publishing to: edi@nottinghamcity.gov.uk

PLEASE NOTE: FINAL VERSION MUST BE SENT TO EQUALITIES OTHERWISE RECORDS WILL REMAIN INCOMPLETE.

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Nottingham is aiming to become the first carbon neutral city in the country by 2028 (4 years and 2 months away).

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Subject:	Employee and citizen travel and accommodation online booking system		
Corporate Director:	Sajeeda Rose - Growth and City Development		
Director:	Kevin Lowry - Housing		
Portfolio Holder:	Cllr Jay Hayes - Housing		
Report author and contact details:	Joseph Muir, Senior Homelessness Project Officer Email: joseph.muir@nottinghamcity.gov.uk , Tel: 0115 876 3499		
Other colleagues who have provided input:	Michelle Pullen, Senior Commercial Business Partner Sarah O'Bradaigh, Senior Solicitor Jo Pettifor, Category Manager (People) Elaine Harris, HR Consultant Rachael Harding, Homelessness Strategy Manager Lorraine Hodgson, Procurement Officer		
Key Decision	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Subject to call-in <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reasons: <input checked="" type="checkbox"/> Expenditure <input type="checkbox"/> Income <input type="checkbox"/> Savings of £750,000 or more taking account of the overall impact of the decision			<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Type of expenditure:	<input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Capital		
Total value of the decision: £12,788,900.78			
Wards affected: All			
Date of consultation with Portfolio Holder: In Progress			
Relevant Council Plan Key Outcome:			
Green, Clean and Connected Communities	<input type="checkbox"/>		
Keeping Nottingham Working	<input type="checkbox"/>		
Carbon Neutral by 2028	<input type="checkbox"/>		
Safer Nottingham	<input type="checkbox"/>		
Child-Friendly Nottingham	<input type="checkbox"/>		
Living Well in our Communities	<input type="checkbox"/>		
Keeping Nottingham Moving	<input checked="" type="checkbox"/>		
Improve the City Centre	<input type="checkbox"/>		
Better Housing	<input checked="" type="checkbox"/>		
Serving People Well	<input checked="" type="checkbox"/>		
Summary of issues (including benefits to citizens/service users):			
This report was submitted to the Spend Control Board (Ref: 1618) on 12/12/2023 and approval was received on 18/12/2023 from the s.151 Officer for the procurement.			
Nottingham City Council has a responsibility for:			
<ul style="list-style-type: none"> • employee welfare and contractual obligations for travelling and accommodation whilst Nottingham City Council employees complete essential tasks detailed within job descriptions • satisfying all statutory duties placed upon the Council to provide emergency accommodation to support and safeguard vulnerable households, assess homeless applications and for the protection of children and young people 			

The Council currently uses an online booking system, Click Travel, to book 100% of its travel and accommodation requirements for employees, and over 90% for citizen travel and accommodation

Nottingham City Council endeavours to commission a sufficient supply of temporary and supported accommodation to meet its statutory duties to all citizens. However, a continued higher than expected demand for these services means that, in emergency situations or when our temporary and supported accommodation provision is full, the use of the online booking system is required to secure emergency nightly paid accommodation in hotels.

The current Click Travel contract expired on 30 November 2023 and a decision was taken at Nottingham City Council Executive Board on 19 December 2023 to extend the current contract for an interim period of two months to 31 January 2024.

During 2023, a review was completed to assess the future requirements and needs of the Council for corporate travel and short-term accommodation bookings for citizens and to determine whether it is appropriate to call off a new contract for a further longer term fixed period. The review concluded that there is a need for a booking system and that a Direct Call-Off, call off to Click Travel via Lot 1 of the YPO Travel Management Solutions 2 framework was the only feasible option to maintain the possibility of both citizen and corporate bookings.

Consultation with internal users found the existing system to be effective overall. However, the council seek a further development of the service provided by Click Travel to enable the separation of Corporate and Citizen travel and accommodation bookings and expenditure on usage. With a further breakdown within the citizen booking functionality to distinguish between single person and family households. The reason this is required is to maximise the availability of suppliers within each type of booking arrangement and minimise one negatively impacting on another.

Click Travel is the preferred option to continue to deliver the service which would ensure that no disruptions are experienced to:

- a) employee travel and accommodation
- b) in securing emergency placements to meet statutory duties to citizens

The council has determined a need to review and develop an additional process/system to procure other nightly paid and short-term block booking arrangements from accommodation providers who are not registered on Click Travel.

When established, this system could eventually become the primary route of securing emergency accommodation for citizens, particularly those the council is required to accommodate under homelessness duties. This will be dependent upon market participation and as the process to develop the supplementary system is yet to be developed, this decision is for the maximum potential spend anticipated through the Click Travel booking system for the contract duration.

Exempt information:

An appendix to the report is exempt from publication under paragraph 3 of Schedule 12A to the Local Government Act 1972 because it contains information relating to the Council's anticipated expenditure on acquiring accommodation and travel across all departments and, having regard to all the circumstances, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

It is not in the public interest to disclose this information because it may impact on value for money to be achieved.

Recommendation:

1. To approve a new direct call-off contract, via Lot 1 of the YPO Travel Management Solutions 2 framework, to Click Travel for a period of three years and ten months from 01 February 2024 to 30 November 2027 at an estimated cost of £12,788,900.78.

1. Reasons for recommendations

- 1.1 The Council has an obligation to ensure travel and accommodation arrangements for officers which is necessary in fulfilment of their roles.
- 1.2 The council has a statutory duty to provide emergency accommodation for vulnerable citizens under an assessment criteria.
- 1.3 The council is required to source the accommodation in a way that is compliant with procurement regulations, and which offers best value, quality assurance and auditable use.

2. Background (including outcomes of consultation)

- 2.1 Through a key decision at the Commissioning and Procurement Executive Committee (CPEC) on 10 September 2019, the Council agreed to procure this service and contracted Click Travel to deliver the booking system for employee travel and accommodation from 1 December 2019 to 30 November 2023.
- 2.2 The original focus of the contract was to enable a compliant, consistent, and transparent process for staff to book travel and accommodation arrangements, as required by their employment responsibilities. However, it did also provide the ability to be used for citizen travel and to secure emergency short-term accommodation arrangements for vulnerable citizens where statutory duty required it and when there were no other commissioned options available.
- 2.3 In recent years, homelessness pressures have increased significantly, and the council has reached a point of sustained insufficiency in temporary accommodation to meet current demand. This has resulted in frequent and enduring use of the Click Travel system to secure emergency nightly placements of accommodation (to fulfil the council's statutory duty under s188 of the Housing Act 1996, Part VII for homeless households), to the extent that it has become the primary use of the booking system in recent years.
- 2.4 Use of the booking system for employee travel and accommodation has decreased since the Covid-19 pandemic due to the council implementing flexible working and hybrid working practices, improvements to technologies and ICT infrastructure that allows communication, training, meetings etc. to be held digitally, reducing the need for employees to travel and stay in locations away from the city or their home office.
- 2.5 A review has been conducted of the use of the Click Travel system with the service areas who use it. The feedback established that the current online based system is effective, easy to use, enabled assessment of value for money and safeguards the council when booking travel, including by being able to reclaim costs thus minimising a waste of resources.

- 2.6 However, the review also highlighted issues experienced when using the system for bookings for members of the public, in specific vulnerable families and single people whom the Council owes a duty to secure emergency accommodation, either through Social Care or Housing and Homelessness legislation. Due to the complexity of these service users and currently the frequency in which the provision is needed, experienced teams using the current model for booking travel and accommodation found that the choice of accommodation available from the systems was not always appropriate, difficult to source and not offering the Council the best value for money. This required service areas within the council to seek best value by directly contacting a hotel or B&B provider or by block booking accommodation units with providers using alternative invoicing arrangements or purchase cards. The review confirmed that some providers had removed themselves from the Click Travel system to prevent the Council from using it to book placements for citizens.
- 2.7 This report recommends a new contract award to Click Travel but with a requirement for it to deliver separate functionality for staff and citizen travel. Utilising a minimum of two separate booking platforms will allow for each to be individually monitored to ensure appropriate use. It will also mean that providers who wish to be selected for staff travel only are able to do so. There will also need to be a further breakdown within the citizen booking category to separate bookings of families and singles. This is important because some providers will accept families but not singles who are higher risk and the council needs to maximise provision for families as this is where the majority of spend is incurred.
- 2.8 To ensure that the council has access to all forms of emergency accommodation for citizens on a short term nightly paid or block booking arrangement, the council will conduct a review, produce a specification, and develop a procurement process to involve verification / accreditation of approved providers and a calling off provision to meet required need at best value.
- 2.9 The council will promote the opportunity across the region to ensure widespread participation, varied options, and continued broad market access. The specification will include expectations around pricing, standards/suitability, staffing/security, processes, and partnership working. Providers will be able to tender against different Lots, primarily split between provision for singles and families, each will be supported by collaboration principles outlining the responsibilities of the Council Services, the accommodation provider and approved community-based support providers. Regular contractual reviews will be implemented to identify performance issues and ensure service standards and value for money is being delivered.
- 2.10 In line with the Council's plan to reduce the use of hotels for homeless households, it is anticipated that during the course of the Click Travel contract that the supplementary process for booking emergency accommodation for homeless households will supersede use of the Click Travel booking system, to the point that the Click Travel booking system is only occasionally required for citizen accommodation. However, there is no negative financial impact to the council if these circumstances materialised.

3. **Other options considered in making recommendations**

- 3.1 To use the current requirements and specification to go out retender. This was rejected because the current provider was assessed as being adequate for the Council's usage and that the provider was already part of the YPO Travel Management Solutions 2, Lot 1 framework allowing for Direct Call-Off.
- 3.2 To renew the contract under the current specification. This was rejected because of the need to separate citizen and employee travel and further breakdown bookings for single citizens and family households.
- 3.3 Not to review the contract or procure an alternative system. This was rejected because of the council's need to secure accommodation when needed in a way that is compliant and offer efficiency to service delivery.

4. **Consideration of Risk**

4.1 The risk of not utilising a system to book corporate travel and emergency citizen accommodation are as follows:

- a) possibility of being unable to fulfil statutory duties
- b) reduced ability to secure best value and auditable corporate travel
- c) resource demands upon busy statutory services

4.2 The council will put in place appropriate contract oversight for each of the platforms within the booking system to review delivery in line with expected outcomes and to ensure that the Click Travel booking system remains the most effective way of minimising the risks identified above.

5. **Best Value Considerations**

5.1 Best value is achieved as the booking system enables the Council to:

- Locate and source appropriate accommodation, quickly without the need for admin heavy processes
- Locate and source travel arrangements, quickly and without the need for admin heavy processes
- The booking system enables the Council compare values of travel and accommodation to make appropriate decisions based on expenditure and values
- The council is able to reclaim unused travel booking and the costs associated to these

6. **Finance colleague comments (including implications and value for money/VAT)**

6.1 This decision is to cover a 4-year period. It has been split into the corporate element and a citizen element.

6.2 The value of the decision is understood to be the true anticipated cost of the services over the proposed contract period. It is understood that the value is based on current market information and includes reasonable calculations to reflect inflation or other potential impacts on costs during this time. The actual

final contract value will not be known at the point of award, but any savings should be captured and recovered as agreed with finance colleagues as part of any budget monitoring/budget process during the life of the contract.

- 6.3 It is anticipated that adequate budgets are available in any service that requires spend for corporate travel/accommodation and any spend against budget will be monitored as part of the budget monitoring process. Any costs that go above the specific budget must come from the service's own budgets.
- 6.4 The citizen element is of a much higher value and mainly relates to emergency accommodation which currently remains high due to the current climate of the cost-of-living crisis.
- 6.5 Due to the authority having a lawful statutory duty, emergency accommodation has to be provided. Although it must be noted that officers are working towards a plan to reduce the need for emergency accommodation which includes finding alternative cheaper arrangements, creating further temporary accommodation and prevention. The value of the decision as mentioned at 6.2 has factored in assumptions such as this.

Michelle Pullen, Senior Commercial Business Partner – 1 December 2023

7. **Legal colleague comments**

This report raises no significant legal issues. The direct award of a call-off contract through an established framework agreement (in accordance with the procedure set out for call-offs from the framework) is in compliance with the Public Contracts Regulations and the Council's Contract Procedure Rules.

Sarah O'Bradaigh, Senior Solicitor – 30 November 2023

8. **Other relevant comments**

8.1 **Procurement**

This report recommends the procurement of an online booking system for Employee & Citizen travel and accommodation through the award of a contract to Click Travel to November 2027. The contract will be awarded through a compliant call off from the YPO Travel Management Solutions 2 framework and will provide a dual-function system required by the council which allows for the separation of the different types of booking. The call off will be supported by the Procurement Team. The proposed award is considered to offer best value as it enables the quick and efficient sourcing of accommodation and travel and allows for comparisons of costs when each booking is made. It will also provide continuity of provision to avoid disruption of emergency accommodation provision to vulnerable citizens.

Further work is to be undertaken to review the need for other nightly paid and short-term block booking from accommodation providers that are not registered on Click Travel. The Procurement Team will support the establishment of a mechanism to procure this provision, ensuring best value and compliance with the NCC Contract Procedure Rules and UK Public Contracts Regulations.

The value of this decision is understood to be the true anticipated cost of the services over the proposed contract period. It is understood that the value is based

on current market information and makes reasonable calculations to reflect inflation or other foreseeable impacts on cost during this time. As the final contract value will not be known at the point of award, any savings should be calculated and recovered as agreed with Finance during the life of the contract.

Jo Pettifor, Category Manager (People) - 23 November 2023

8.2 **HR**

Accommodation costs for staff and members of the public/citizens (e.g., homelessness provision and accommodation for CLA and families need to be separated in Click. This is because there is a cap on accommodation costs for colleagues who undertake business travel and as a result it is also difficult to identify non-compliant transactions.

Following the work with PwC (HR Procurements Savings Phase II) HR's recommends separation of contracts related to business travel and citizen accommodation to monitor compliance and to enable transparency and assessment of best value.

Elaine Harris, HR Consultant – 27 November 2023

9. **Crime and Disorder Implications (If Applicable)**

9.1 N/A

10. **Social value considerations (If Applicable)**

10.1 Aim of citizen accommodation to prevent vulnerable household becoming homelessness and preventing rough sleeping within the city.

10.2 Use of local hotels, businesses, and landlords etc. for citizens will promote local facilities and benefit to the local economy

11. **Regard to the NHS Constitution (If Applicable)**

11.1 N/A

12. **Equality Impact Assessment (EIA)**

12.1 Attached as Appendix 4, and due regard will be given to any implications identified in it.

13. **Data Protection Impact Assessment (DPIA)**

13.1 Attached as Appendix 2, and due regard will be given to any implications identified in it.

14. **Carbon Impact Assessment (CIA)**

14.1 Attached as Appendix 3, and due regard will be given to any implications identified in it.

15. **List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)**

15.1 None.

16. Published documents referred to in this report

16.1 None.

Equality Impact Assessment (EIA) Tool

Please ensure you have read the [guidance pages](#) prior to completing this tool

Document Control

Control Details:	Joseph Muir, joseph.muir@nottinghamcity.gov.uk
Title of EIA/ Decision (DDM):	Employees & Citizen Accommodation and Travel
Budget booklet code (if applicable):	
If this is a budget EIA, please ensure the title and budget booklet code is the same as the title used within the budget booklet	
Name of author (Assigned to Pentane):	Joseph Muir
Department:	Growth and City Development
Director:	Kevin Lowry, Director of Housing
Division:	Homelessness Strategy
Contact details:	Joseph.muir@nottinghamcity.gov.uk
Strategic Budget EIA:	No
Exempt from publication:	Yes
Date decision due to be taken:	Yes, 12/12/2023

Document Amendment Record

Version	Author	Date
1	Joseph Muir	13/11/2023

Contributors/Reviewers (Anyone who has contributed to this document to be named)

Name	Title role	Date
Rachael Harding	Homelessness Strategy Manager	14/11/2023
Nasreen Miah	Equality & Employability Consultant	23/11/2023

Glossary of Terms

Term	Description
YPO	Yorkshire Purchasing Organisation
SMD	Severe and Multiple Disadvantage (relating to individuals with 2 or more defined severe disadvantages)
HCLIC	Homelessness Case Level Information Collection (statutory data collected from local authorities by government Department for Levelling Up, Housing & Communities)
SOT	Street Outreach Team (service commissioned by the council to assist people reported as or found rough sleeping in Nottingham)
NHS	National Health Service
SIG	Strategic Implantation Group

Section 1 – Equality Impact

(NCC staff/ Service users/ Citizen/ Community impact)

1. a. Brief description of proposal/ policy/ service to be assessed

Contract award to Click Travel via the direct call off from the YPO Travel Management Solutions 2, Lot 1 framework. Click Travel will deliver the online booking system for all corporate, employee travel and accommodation, including the use of the booking system for citizen travel and emergency, nightly paid accommodation.

The system enables the Council to meet and deliver on:

- Employee welfare and contractual obligations for travelling and accommodation whilst Nottingham City Council employees complete essential tasks detailed within job descriptions
- Satisfying all statutory duties placed upon the Council to provide emergency accommodation to support and safeguard vulnerable households with protected characteristics and defined within legal regulations,
 - [Appendix 1a - Homelessness Prevention Strategy 2019 to 2024 - Full version.pdf \(nottinghamcity.gov.uk\)](#) Under the nation legislation, Housing Act 2002, Section 1, Duty of local authority, in England, to formulate a homelessness strategy and the Homelessness code of guidance, Section 2, Homelessness strategies and reviews, give clear instruction and guidance to all local authorities, that they must have formulate and publish a homelessness strategy based on the review and results of their district needs.
 - Housing Act 1996, Homelessness Act 2002, as Amended by the Homelessness Reduction Act 2017 & Homelessness Code of Guidance for Local Authorities
[Housing Act 1996 \(legislation.gov.uk\)](#)
[Homelessness Act 2002 \(legislation.gov.uk\)](#)
[Homelessness Reduction Act 2017 \(legislation.gov.uk\)](#)
[Homelessness code of guidance for local authorities - Guidance - GOV.UK \(www.gov.uk\)](#)
 - [Rough Sleeping Strategy August 2018 \(publishing.service.gov.uk\)](#)
The rough sleeping strategy outlines the commitment to end rough sleeping by following the principles of prevention, intervention, and recovery.

1. b. Information used to analyse the equalities implications

The Council uses an online booking system Click Travel to book over 90% of its requirements for corporate travel and accommodation and emergency accommodation for citizens. Reports on the ongoing usage over the last 4 years for both employee and citizen, inclusive of service areas, shows the homelessness service is the highest user of the system with an increase over the last 2 years in the amount of emergency and hotel accommodation being secured.

Homelessness statistics on household demographics shows homeless people accessing and in need of emergency and nightly paid accommodation, include (but not limited to):

- Single people aged 16+

- Families
- People with protected characteristics
- Rough Sleepers
- People from abroad
- People discharged from hospital
- People leaving prison
- Care leavers
- Survivors of domestic abuse
- Individuals with specialist needs
- Individuals who have/are experiencing Severe and Multiple Disadvantage (SMD)

A review of the use and accessibility of the Click Travel booking system was undertaken with key service areas within Nottingham City Council (including Homelessness, Children Integrated Services, and Human Resources) and the feedback established that the current online based system is generally effective and accessible, easy to use, enabled assessment of value for money and safeguards the council when booking travel, including by being able to reclaim costs thus minimising a waste of resources.

The booking system will also link directly into the Council ability to manage and deal with emergency situations where citizens are evacuated or displaced from their homes due to an emergency event. The system supports the Emergency Planning Team in sourcing accommodation until households can find alternative accommodation or return to their properties.

However, the review also highlighted some issues experienced when the Council is seeking to place vulnerable households to whom a statutory duty is owed to secure emergency accommodation, either through Social Care or Housing and Homelessness legislation. Due to the complexity of these households and demand in which emergency accommodation provision is needed, these experienced teams using the current model for booking travel and accommodation found that the choice of accommodation available from the systems was not always appropriate and difficult to source for households who may have some protected characteristics.

The review concluded that the current system should remain in place to secure emergency accommodation, support continuity of service delivering on statutory duties. The Council will then support the delivery of Emergency & nightly Paid Accommodation by a supplementary process to book a wider range of accommodation. Therefore, a separate project will commence to assess need, procure, and deliver an additional systems of quality assurance and access to emergency accommodation for citizens on a nightly paid or block booking basis.

1. c. Who will be affected and how?

Impact type	Equality group/ individual	Positive	Negative	None
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	<p>People from different ethnic groups</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community,</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all households from different ethnic groups, with a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>In August 2023 a snapshot analysis of homelessness applications made to the council showed that a 51.9% of applicants were households' different ethnic groups, with 45% being British nationals and 3.2% not knowing or refused to say</p>			
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>			
<p>Details of any arrangements for future monitoring of equality impact (Including any action plans)</p>	<p>Continued monitoring and analysis of:</p> <p>Housing Solutions homelessness data, including that included in established weekly temporary accommodation data reports.</p> <p>Homelessness Cases Level Information Collection (HCLIC) data. This is statutory return data to central government, provided quarterly by all local authorities in the country.</p>			

	<p>Needs, issues, demand & supply data, both quantitative and qualitative, gleaned from Homelessness Prevention SIG partners including ad hoc information from bi-monthly SIG meetings and annual partner data reviews conducted by the council.</p> <p>Contract monitoring information (homelessness, rough sleeping services)</p> <p>Ad hoc research undertaken by the council and/or its SIG partners Further development of emergency and nightly paid accommodation framework specific in acquiring specific accommodation providers for emergency placements.</p>			
Impact type	Equality group/ individual	Positive	Negative	None
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	Men	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community,</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all male only households with a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>In August 2023 a snapshot analysis of homelessness applications made to the council showed that a 46.8% of applicants were male households' groups, with 52.7% being Female and 0.2% not known/other, 0.1% preferred not to say, and 0.2% Transgender.</p>			

<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>				
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<p>Impact type</p>	<p>Equality group/ individual</p>	<p>Positive</p>	<p>Negative</p>	<p>None</p>	
<p><input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL</p>	<p>Women</p>	<p><input checked="" type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p>				

	<p><u>Service User, Citizens & Community.</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all female only households with a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>In August 2023 a snapshot analysis of homelessness applications made to the council showed that a 46.8% of applicants were male households' groups, with 52.7% being Female and 0.2% not known/other, 0.1% preferred not to say, and 0.2% Transgender.</p>
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>
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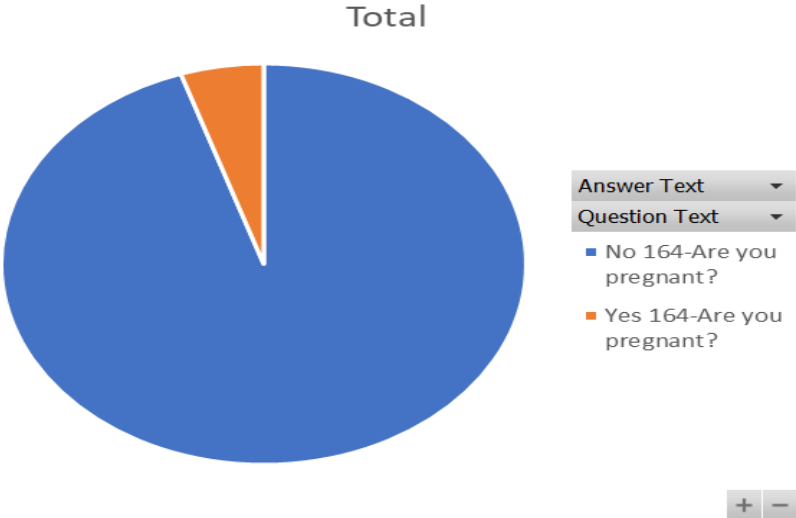
Impact type	Equality group/ individual	Positive	Negative	None
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	<p>Transgender</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community.</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all transgender households with a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>In August 2023 a snapshot analysis of homelessness applications made to the council showed that a 46.8% of applicants were male households' groups, with 52.7% being Female and 0.2% not known/other, 0.1% preferred not to say, and 0.2% Transgender.</p>			
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Impact type	Equality group/ individual	Positive	Negative	None
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	<p>People with Physical Health Disabilities</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community,</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all households with a physical health and disability priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 gap analysis stats taken from the Council homelessness system Jigsaw, showed</p> <p>791 applicants, a 9.5% of overall applicants, aged 18+ singles, presented with Physical Ill Health and disability support needs.</p>			

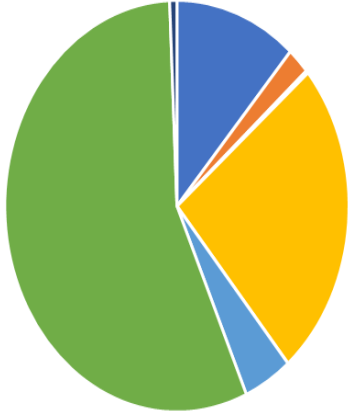
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>			
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<p>Impact type</p>	<p>Equality group/ individual</p>	<p>Positive</p>	<p>Negative</p>	<p>None</p>
<p><input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL</p>	<p>People with Mental Health Disabilities</p>	<p><input checked="" type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p>			

	<p><u>Service User, Citizens & Community.</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all households with a mental health and disability priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 gap analysis stats taken from the Council homelessness system Jigsaw, showed 1463 applicants, a 17.5% of overall applicants, aged 18+ singles, presented with a history of mental Ill Health and disability support needs.</p>
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>
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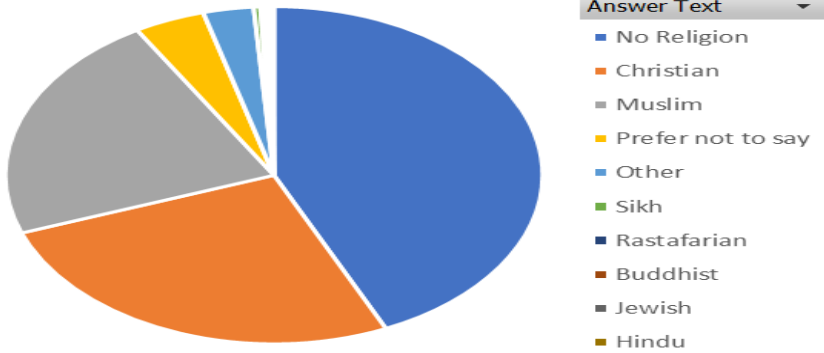
Impact type	Equality group/ individual	Positive	Negative	None												
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	Pregnancy and Maternity	☒	☐	☐												
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Impact type	Equality group/ individual	Positive	Negative	None																																																
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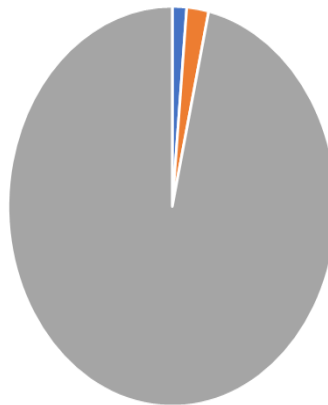
Impact type	Equality group/ individual	Positive	Negative	None																																							
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	Religion, Beliefs, faiths, and no faith	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																							
Reasons for your assessment (Including evidence)	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community.</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all households with different believes, faiths, and no faiths who have a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness servcie and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 analysis taken from the Council homelessness system Jigsaw of all applications presenting as homeless showed of 13025 applicants,</p> <table border="1" data-bbox="516 1293 1302 1822"> <thead> <tr> <th colspan="2">Count of Answer</th> <th></th> </tr> <tr> <th>Row Labels</th> <th>Text</th> <th></th> </tr> </thead> <tbody> <tr> <td>No Religion</td> <td>5623</td> <td>43.17%</td> </tr> <tr> <td>Christian</td> <td>3420</td> <td>26.26%</td> </tr> <tr> <td>Muslim</td> <td>2875</td> <td>22.07%</td> </tr> <tr> <td>Prefer not to say</td> <td>554</td> <td>4.25%</td> </tr> <tr> <td>Other</td> <td>396</td> <td>3.04%</td> </tr> <tr> <td>Sikh</td> <td>53</td> <td>0.41%</td> </tr> <tr> <td>Rastafarian</td> <td>36</td> <td>0.28%</td> </tr> <tr> <td>Buddhist</td> <td>32</td> <td>0.25%</td> </tr> <tr> <td>Jewish</td> <td>19</td> <td>0.15%</td> </tr> <tr> <td>Hindu</td> <td>17</td> <td>0.13%</td> </tr> <tr> <td>Grand Total</td> <td>13025</td> <td>100.00%</td> </tr> </tbody> </table>				Count of Answer			Row Labels	Text		No Religion	5623	43.17%	Christian	3420	26.26%	Muslim	2875	22.07%	Prefer not to say	554	4.25%	Other	396	3.04%	Sikh	53	0.41%	Rastafarian	36	0.28%	Buddhist	32	0.25%	Jewish	19	0.15%	Hindu	17	0.13%	Grand Total	13025	100.00%
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Grand Total	13025	100.00%																																									

	<p>Count of Answer Text</p> <p>Total</p>  <p>Answer Text</p> <ul style="list-style-type: none"> ■ No Religion ■ Christian ■ Muslim ■ Prefer not to say ■ Other ■ Sikh ■ Rastafarian ■ Buddhist ■ Jewish ■ Hindu
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>
<p>Details of any arrangements for future monitoring of equality impact (Including any action plans)</p>	<p>Continued monitoring and analysis of:</p> <p>Housing Solutions homelessness data, including that included in established weekly temporary accommodation data reports.</p> <p>Homelessness Cases Level Information Collection (HCLIC) data. This is statutory return data to central government, provided quarterly by all local authorities in the country.</p> <p>Needs, issues, demand & supply data, both quantitative and qualitative, gleaned from Homelessness Prevention SIG partners including ad hoc information from bi-monthly SIG meetings and annual partner data reviews conducted by the council.</p> <p>Contract monitoring information (homelessness, rough sleeping services)</p> <p>Ad hoc research undertaken by the council and/or its SIG partners Further development of emergency and nightly paid accommodation framework specific in acquiring specific accommodation providers for emergency placements.</p>

Impact type	Equality group/ individual	Positive	Negative	None																								
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	LGBTQIA+ Communities	☒	☐	☐																								
Reasons for your assessment (Including evidence)	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community.</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all households from the LGBTQ+ community who have a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 analysis taken from the Council homelessness system Jigsaw of all applications presenting as homeless showed of 16635 applicants,</p> <table border="1" data-bbox="516 1293 1495 1738"> <thead> <tr> <th data-bbox="524 1335 672 1360">Row Labels</th> <th data-bbox="1073 1297 1227 1360">Count of Answer Text</th> <th data-bbox="1403 1373 1484 1398"></th> </tr> </thead> <tbody> <tr> <td data-bbox="524 1373 570 1398">No</td> <td data-bbox="1227 1373 1279 1398">234</td> <td data-bbox="1403 1373 1484 1398">1.41%</td> </tr> <tr> <td data-bbox="524 1411 1024 1474">Is your gender the same as the sex you were registered at birth?</td> <td data-bbox="1227 1444 1279 1470">234</td> <td></td> </tr> <tr> <td data-bbox="524 1482 737 1507">Prefer not to say</td> <td data-bbox="1227 1482 1279 1507">359</td> <td data-bbox="1403 1482 1484 1507">2.16%</td> </tr> <tr> <td data-bbox="524 1520 1024 1583">Is your gender the same as the sex you were registered at birth?</td> <td data-bbox="1227 1554 1279 1579">359</td> <td></td> </tr> <tr> <td data-bbox="524 1591 570 1617">Yes</td> <td data-bbox="1195 1591 1279 1617">16042</td> <td data-bbox="1386 1591 1484 1617">96.44%</td> </tr> <tr> <td data-bbox="524 1629 1024 1692">Is your gender the same as the sex you were registered at birth?</td> <td data-bbox="1195 1663 1279 1688">16042</td> <td></td> </tr> <tr> <td data-bbox="524 1701 672 1726">Grand Total</td> <td data-bbox="1195 1701 1279 1726">16635</td> <td data-bbox="1370 1701 1484 1726">100.00%</td> </tr> </tbody> </table>				Row Labels	Count of Answer Text		No	234	1.41%	Is your gender the same as the sex you were registered at birth?	234		Prefer not to say	359	2.16%	Is your gender the same as the sex you were registered at birth?	359		Yes	16042	96.44%	Is your gender the same as the sex you were registered at birth?	16042		Grand Total	16635	100.00%
Row Labels	Count of Answer Text																											
No	234	1.41%																										
Is your gender the same as the sex you were registered at birth?	234																											
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Count of Answer Text

Total



Answer Text

Question Text

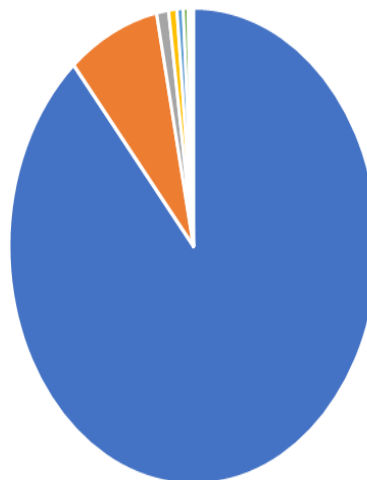
- No Is your gender the same as the sex you were registered at birth?
- Prefer not to say Is your gender the same as the sex you were registered at birth?
- Yes Is your gender the same as the sex you were registered at birth?

+ -

Row Labels	Count of Answer Text	
Heterosexual	14763	88.75%
Applicant Prefers not to say	1337	8.04%
Bisexual	175	1.05%
Prefer not to say	121	0.73%
Gay	91	0.55%
Lesbian	71	0.43%
Other sexual orientation	41	0.25%
Other	36	0.22%
Grand Total	16635	100.00%

Count of Answer Text

Total



Answer Text

- Heterosexual
- Applicant Prefers not to say
- Bisexual
- Prefer not to say
- Gay
- Lesbian
- Other sexual orientation
- Other

<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>				
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<p>Impact type</p>	<p>Equality group/ individual</p>	<p>Positive</p>	<p>Negative</p>	<p>None</p>	
<p><input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL</p>	<p>Elderly</p>	<p><input checked="" type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p>				

	<p><u>Service User, Citizens & Community,</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all elderly households with a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 gap analysis stats taken from the Council homelessness system Jigsaw, showed 55 applicants, a 0.7% of overall applicants aged 18+ singles were identified as elderly.</p>
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>
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Impact type	Equality group/ individual	Positive	Negative	None
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	<p>Young Persons</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community.</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all young person's households with a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 gap analysis stats taken from the Council homelessness system Jigsaw, showed 883 applicants, a 21.8% of overall applicants were aged 18 to 25 young persons.</p>			
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>			
<p>Details of any arrangements for future monitoring of equality impact (Including any action plans)</p>	<p>Continued monitoring and analysis of:</p> <p>Housing Solutions homelessness data, including that included in established weekly temporary accommodation data reports.</p> <p>Homelessness Cases Level Information Collection (HCLIC) data. This is statutory return data to central government, provided quarterly by all local authorities in the country.</p> <p>Needs, issues, demand & supply data, both quantitative and qualitative, gleaned from Homelessness Prevention SIG partners including ad hoc</p>			

	<p>information from bi-monthly SIG meetings and annual partner data reviews conducted by the council.</p> <p>Contract monitoring information (homelessness, rough sleeping services)</p> <p>Ad hoc research undertaken by the council and/or its SIG partners Further development of emergency and nightly paid accommodation framework specific in acquiring specific accommodation providers for emergency placements.</p>			
Impact type	Equality group/ individual	Positive	Negative	None
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	<p>Looked After Children and Care Leavers</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community.</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all households who have leaving care status who have a priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 gap analysis stats taken from the Council homelessness system Jigsaw, showed</p> <p>140 applicants, a 1.7% of overall applicants were identified Care Leavers ages 21+ years.</p> <p>83 applicants, a 4.3% of overall applicants ages 18-25 were identified Care Leavers ages 18-20 years.</p>			

	<p>57 applicants, a 3% of overall applicants ages 18-25 were identified Care Leavers ages 21+ years.</p>			
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>			
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Impact type	Equality group/ individual	Positive	Negative	None
<input type="checkbox"/> NCC staff <input type="checkbox"/> Service users <input type="checkbox"/> Citizens <input type="checkbox"/> Community <input checked="" type="checkbox"/> ALL	<p>Other (e.g., cohesion/ good relations, vulnerable children/ adults), socio-economic background.</p> <p>Drug & Alcohol Dependency Learning Needs and Disability Offending History Support Domestic Abuse</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<i>Please underline the group(s) /issue more adversely affected or which benefits.</i>			
<p>Reasons for your assessment (Including evidence)</p>	<p><u>NCC Staff,</u> Our workforce is diverse and inclusive with many employees that will identify with this group, the council must always support and enable all services to be as inclusive and supportive of our employees support needs as is necessary and possible. It is therefore key that officers travelling on council business have access to enhances travel/accommodation aligned to our corporate travel policies and principles, which support our ambition to reduce our carbon footprint, and deliver value for money whilst also meeting diverse needs.</p> <p><u>Service User, Citizens & Community,</u> The delivery of emergency and nightly paid accommodation will continue to have a positive effect on all households with a physical health and disability priority need, and those who may have protected characteristics as identified within the Equality Act 2010. The delivery of Homelessness service and Children & Adult Social & Health (NHS) Care integrated service also supports households that may not have a duty through targets support services.</p> <p>Recent 2022/2023 gap analysis stats taken from the Council homelessness system Jigsaw, showed</p> <p>682 applicants, a 8.2% of overall applicants, aged 18+ singles, presented with drug dependency support needs.</p> <p>419 applicants, a 5% of overall applicants, aged 18+ singles, presented with alcohol dependency support needs.</p> <p>278 applicants, a 3.3% of overall applicants, aged 18+ singles, presented with learning needs and disability support needs.</p> <p>964 applicants, a 11.5% of overall applicants, aged 18+ singles, presented with offender history support needs.</p> <p>H-CLIC report 2022-2023 on total approaches reported seen 244, 8.6% of applicants approached the Council due to Domestic Abuse,</p>			
<p>Details of mitigation/ actions taken to advance equality</p>	<p>Housing & Homelessness Strategy continually monitors a variety of homelessness statistics (SOT counts, temporary accommodation uses for weekly reporting and statutory government data returns) in addition to regular consultation with Homelessness Prevention SIG partners (a group which includes a specific minority ethnicity representative) to determine changes in demand and need. This will continue and be intelligence to be used to impact services accordingly.</p>			

<p>Details of any arrangements for future monitoring of equality impact (Including any action plans)</p>	<p>Continued monitoring and analysis of:</p> <p>Housing Solutions homelessness data, including that included in established weekly temporary accommodation data reports.</p> <p>Homelessness Cases Level Information Collection (HCLIC) data. This is statutory return data to central government, provided quarterly by all local authorities in the country.</p> <p>Needs, issues, demand & supply data, both quantitative and qualitative, gleaned from Homelessness Prevention SIG partners including ad hoc information from bi-monthly SIG meetings and annual partner data reviews conducted by the council.</p> <p>Contract monitoring information (homelessness, rough sleeping services)</p> <p>Ad hoc research undertaken by the council and/or its SIG partners Further development of emergency and nightly paid accommodation framework specific in acquiring specific accommodation providers for emergency placements.</p>
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1. d. Summary of any other potential impact

(Including cumulative impact/ human rights implications):

<p>Placement of households into emergency, nightly paid accommodation is evidence as being necessary but not all placements are appropriate under codes of guidance, housing & homelessness legislation. NCC assesses and hopes to achieve all households are temporary housed within 6 to 8 weeks of any placements unsuitable for the whole households needs.</p> <p>With the development and introduction of a formal framework from which to procure additional emergency nightly paid accommodation for homelessness citizens in the city demonstrates a commitment to the provision of quality services for all services users and potential service users provided by organisations demonstrating adequate skills and experience through a fair assessment process.</p>
--

Section 2 – Equality outcome

Please include summary of the actions identified to reduce disproportionate negative impact, advance equality of opportunity and foster good relations. Please pull out all the mitigations you have identified and summarise them in this action plan

Equality Outcome	Adjustments to proposal and/or mitigating SMART actions	Lead Officer	Date for Review/ Completion	Update/ complete
Eliminate unlawful discrimination, harassment, victimisation, and any other conduct prohibited by the Equality Act 2010.	Consultation with key services currently using booking system, with opportunity for feedback and development of future services	Joseph Muir	Completed September 2023	In summary, the review has determined that the need for a booking system remains, and the existing system is effective overall. However, there would be benefits to separating the employee and citizen. Therefore, the proposal is to enter a new contract with the existing provider, prioritising corporate travel whilst developing a separate framework for the ongoing procurement of emergency accommodation for citizens.
Advance equality of opportunity between those who share a protected characteristic and those who don't	Enable corporate use of booking system and services supporting groups with Protected and unprotected characteristics	Service Managers of departments using the booking systems, overseen by Joseph Muir	January 2024, once confirmed system is in place	
Foster good relations between those who share a protected characteristic	Promote services to receive constrictive feedback from employees and citizens on experiences when using the booking	Service Managers of departments using the booking systems,	January 2024, once confirmed system is in place	

and those who don't	system and form of travel or accommodation.	overseen by Joseph Muir		
(Please add other equality outcomes as required – e.g., mitigate adverse impact identified for people with a disability)	N/A			

Please note: All actions will need to be uploaded onto Pentana

Section 3 – Approval and publishing

<p>The assessment must be approved by the manager responsible for the service /proposal.</p> <p>Approving Manager details (name, role, contact details):</p> <p>Kevin Lowry Interim Director of housing Development Kevin.lowery@nottinghamcity.gov.uk</p>	<p>Date sent for advice:</p> <p>16/11/2023</p>
<p>Approving Manager Signature:</p>	<p>Date of final approval:</p>

For further information and guidance, please visit the [Equality Impact Assessment Intranet Pages](#)

Alternatively, you can contact the Equality and Employability Team by telephone on 0115 876 2747

Send document or link for advice and/ or publishing to: edi@nottinghamcity.gov.uk

PLEASE NOTE: FINAL VERSION MUST BE SENT TO EQUALITIES OTHERWISE RECORDS WILL REMAIN INCOMPLETE.

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DATA PROTECTION IMPACT ASSESSMENT - Employee & Citizen Travel & Accommodation Booking System V1.0

Reference number:

Author: Joseph Muir
Email: joseph.muir@nottinghamcity.gov.uk

DATA PROTECTION IMPACT ASSESSMENT

When to complete this template:

Start to fill out the template at the beginning of any major project involving the use of personal data, or, where you are making a significant change to an existing process that affects personal data. Please ensure you update your project plan with the outcomes of the DPIA.

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1. Document Control

1. Control Details

Author of DPIA:	Joseph Muir, Senior Homelessness Project Officer
Owner of project:	Joseph Muir
Contact details of Author:	Joseph.muir@nottinghamcity.gov.uk

2. Document Amendment Record

Issue	Amendment Detail	Author	Date	Approved

3. Contributors/Reviewers

Name	Position	Date
Mark Lowe	Head of Housing & Regeneration	
Rachael Harding	Homelessness Strategy Manager	
DPO		

Author: Joseph Muir
Email: joseph.muir@nottinghamcity.gov.uk

4. Glossary of Terms

Term	Description
<i>Please insert any abbreviations you wish to use:</i>	
DELTA	DELTA is the online system developed by the Department for Levelling Up, Housing and Communities (DLUHC) to streamline its processes and systems for collecting statistical data and grant administration.
H-CLIC	Homelessness Case Level Information Collection (statutory data collected from local authorities by government Department for Levelling Up, Housing & Communities)
C-PEC	Commissioning and Procurement Executive Committee

2. Screening Questions

1. Does the project involve personal data? Yes	If 'Yes', answer the questions below. If 'No', you do not need to complete a DPIA but make sure you record the decision in the project documentation.
2. Does the processing involve any of the following data: medical data, ethnicity, criminal data, biometric data, genetic data and any other special/ sensitive data?	Yes
2. Does the processing involve any systematic or extensive profiling?	No
3. Does the project involve processing children's data or other vulnerable citizen's data?	Yes
4. Does the processing involve decisions about an individual's access to a product, service, opportunity or benefit that is based on any evaluation, scoring, or automated decision-making process?	Yes
5. Does the processing involve the use of innovative or new technology or the novel application of existing technologies?	Yes
6. Does this project involve processing personal data that could result in a risk of physical harm in the event of a security breach?	Yes
7. Does the processing combine, compare or match data from multiple sources?	No
8. Does the project involve processing personal data without providing a privacy notice?	No
9. Does this project process data in a way that tracks online or off line location or behaviour?	No
10. Will the project involve using data in a way it has not been used before?	No
11. Does the project involve processing personal data on a larger scale?	No
12. Will the project involve processing data that might prevent the Data Subject from exercising a right or using a service or entering a contract?	Yes
If you answered 'Yes' to any <u>two</u> of the questions above, proceed to Question 3 below. If not seek advice from the DPO as you may not need to carry out a DPIA.	

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Project Title: Employee & Citizen Accommodation & Travel Booking System

Team: Homelessness Strategy

Directorate: Growth and City Development

DPIA Reference number: *(This will be allocated by the Information Compliance Team or the DPO and must be quoted in all correspondence)*

Has Consultation been carried out? (If not why not?) Describe when and how you will seek individual's views- or justify why it is not appropriate to do so. Who else do you need to involve within your organisation? Do you need to ask your processors to assist? Do you plan to consult information security experts, or any other experts?

1. DDM attached?	No – Currently seeking Commissioning and Procurement Executive Committee approval, DPIA required for approval
2. Written evidence of consultation carried out attached?	No – Currently seeking Commissioning and Procurement Executive Committee approval, DPIA required for approval
3. Project specification/ summary attached?	No – Currently seeking Commissioning and Procurement Executive Committee approval, DPIA required for approval
4. Any existing or previous contract / SLA / processing agreement attached?	No – Currently seeking Commissioning and Procurement Executive Committee approval, DPIA required for approval
5. Any relevant tendering documents attached?	No – Currently seeking Commissioning and Procurement Executive Committee approval, DPIA required for approval
6. Any other relevant documentation attached?	No – Currently seeking Commissioning and Procurement Executive Committee approval, DPIA required for approval

3. Project - impact on individual's privacy

Issue	Questions	Examples	Yes/No	Initial comments on issue & privacy impacts
Page 92 Purpose and means		Profiling, data analytics, Marketing. Note: The GDPR requires a DPIA to be carried out where there is systematic and extensive evaluation of personal aspects relating to individuals based on automated processing, including profiling, and on which decisions about individuals are based.		
	Please give a summary of what your project is about (<i>you can also attach or embed documents for example a project proposal</i>).		Nottingham City Council has a responsibility for: <ul style="list-style-type: none"> • employee welfare and contractual obligations for travelling and accommodation whilst Nottingham City Council employees complete essential tasks detailed within job descriptions • satisfying all statutory duties placed upon the Council to provide emergency accommodation to support and safeguard vulnerable households, assess homeless applications and for the protection of children and young people. The Council currently uses an online booking system, Click Travel, to book 100% of its travel and accommodation requirements for employees. The council endeavours to commission a sufficient supply of temporary accommodation to meet its statutory duties to citizens. However, when this is full and emergency accommodation is required, the council must consider nightly paid options. Over 90% of these arrangements are made via the Click Travel booking system.	
	Aims of project Explain broadly what the project aims to achieve and what types of processing it involves.		Nottingham City Council has completed a review to assess the future requirements and needs of the Council. The review has determined that the need for a booking system remains, and the existing system is effective overall but that there would be benefits to separating the two functions outlined above. Click Travel is the preferred option to continue to deliver the service which would ensure that no disruptions are experienced to a) employee travel and accommodation and b) in securing emergency placements to meet statutory duties to citizens. The booking system will require the processing of personal employee and citizen information in order to sufficiently secure accommodation and/or travel for the subject, this will include, <ol style="list-style-type: none"> 1) Name & Family Name 2) Contact information 3) Ages of any children staying with Household 	

	<p>Describe the nature of the processing</p> <p>How will you collect store and delete data? Will you be sharing with anyone? You might find it useful to refer to a flow diagram or another way of describing data flows. What types of processing identified as likely high risk are involved? Who will have access to the project personal data, how is access controlled and monitored and reliability of staff assessed? Will data be separated from other data within the system?</p>		<p>Main collection of subject data will be through individual service area departments, HR records for employees and a dedicated homelessness online web-based software Jigsaw. Homelessness will record placement on a dedicated excel spreadsheet for monitoring purposes and share information internally with Homelessness Strategy for corporate reporting and monitoring</p> <p>Citizen support referrals will be shared with commissioned provider of the Independent Living Service, commissioned, and contracted under the Homelessness, Temporary Accommodation & Support Framework.</p> <p>Information can also be shared under homelessness with central government, the Department of Levelling up and Communities, DELTA and HCLIC Returns and statutory Authorities Social Care, Prison and Probation, NHS and Police</p> <p>Access to all dedicated online web-based system is restricted to NCC employees of homelessness and authorised officers only.</p> <p>Reporting portals enable secure submission of central reports</p> <p>Ad-hoc system, excel and word documents containing information is stored in secured drives on the Councils main network, with restricted access only to employees of homelessness services and authorised officers</p>	
	<p>Privacy Implications</p> <p>Can you think of any privacy implications in relation to this project? How will you ensure that use of personal data in the project is limited to these (or “compatible”) purposes?</p>		No	
	<p>New Purpose</p> <p>Does your project involve a new purpose for which personal data are used?</p>		No	

	<p>Consultation</p> <p>Consider how to consult with relevant stakeholders: Describe when and how you will seek individuals views- or justify why it's not appropriate to do so. Who else do you need to involve in NCC? Do you plan to consult Information security experts, or any other experts?</p>		Yes	<p>As part of the C_PEC Report, keys Council Services area have and will be consulted and feedback into the report for the committee.</p> <p>Further feedback on the DPIA will be sort from the Homelessness Servcie on citizen GDPR and Data Protection</p>
	Will the project:	Expanding customer base; Technology which must be used by individuals; Hidden or complex uses of data; Children's data		
Page 94 Individuals (data subjects)	Affect an increased number, or a new group, or demographic of individuals (to existing activities)?		No	
	Involve a change to the way in which individuals may be contacted, or are given access to services or data? Are there any areas of public concern that you should factor in?		No	If the answer is Yes, then consultation with citizens should be considered.
	Affect particularly vulnerable individuals, including children?		Yes	Households are assessed under the Housing act 1996, the Homelessness Reduction Act 2017, and the Care Act 2014. By legal definition of these acts the household being assessed are vulnerable and its priority needs for emergency housing related support.
	Give rise to a risk that individuals may not know or understand how their data are being used?		No	

Parties	Does the project involve:	Outsources service providers; Business partners; Joint ventures		
	The disclosure of personal data to new parties?		Yes	Accommodation and Travel providers Commissioned Support providers
	The involvement of sharing of personal data between multiple parties?		No	
Data categories	Does the project involve:	Special personal data; Biometrics or genetic data; Criminal offences; Financial data; Health or social data; Data analytics: Note: the GDPR requires a DPIA to be carried out where there is processing on a large scale of special categories of data or of data relating to criminal convictions and offences		
	The collection, creation or use of new types of data?		No	
	Use of any special or privacy-intrusive data involved? <ul style="list-style-type: none"> • Political opinions • Religious beliefs or philosophical beliefs • Trade union membership • Genetic data • Biometric data • Sexual life • Prosecutions • Medical data • Criminal data (Criminal data processing, i.e. criminal convictions, etc. also has		Yes	Possible collection of medical and criminal data for the purpose of find appropriate accommodation and access arrangements.

	special safeguards under Article 10)			
	New identifiers, or consolidation or matching of data from multiple sources? (For example a unique reference number allocated by a new management system)		No	
Technology	New solutions:	Locator or surveillance technologies; Facial recognition; Note: the GDPR requires a DPIA to be carried out in particular where new technologies are involved (and if a high risk is likely)		
	Does the project involve new technology that may be privacy-intrusive?		No	

Data quality, scale and storage	Data:	New data		
	Does the project involve changes to data quality, format, security or retention? What are the benefits of the processing? i.e. will the new system have automatic retention features? Will the system keep the information in a safer format etc.?		No	
	Does the project involve processing data on an unusually large scale?		Yes	Data collected over the course of the 4-year contract will contain large scale recorded
Monitoring, personal intrusion	Monitoring:	Surveillance; GPS tracking; Bodily testing; Searching; Note: the GDPR requires a DPIA to be carried out where the project involves systematic monitoring of a publicly accessible area on a large scale		
	Does the project involve monitoring or tracking of individuals or activities in which individuals are involved?		Yes	The households will be monitored within the place and moved to suitable temporary accommodation when a placement becomes available
	Does the project involve any intrusion of the person?		No	
Data transfers	Transfers	Transfers outside the EEA		
	Does the project involve the transfer of data to or activities within a country that has inadequate or significantly different data protection and privacy laws?		No	(Is any information held on the cloud? If so check where it is held)

4. Legal Framework and Governance – Compliance

Ref.	Question	Response	Further action required (and ref. to risk register as appropriate)
1. Applicable laws and regulation			
1.1	Which data protection laws, or laws which impact data protection and privacy, will be applicable to the project?	<ul style="list-style-type: none"> • General Data Protection Regulation 2016/679 • UK General Data Protection Regulation • Data Protection Act 2018 • Human Rights Act 1998 <p><i>(What laws gives you the power to process the data for this project i.e. the Education Act etc,,)</i></p> <ul style="list-style-type: none"> • <i>Care Act 2014</i> • <i>Housing Act 1996</i> • <i>Homelessness Reduction Act 2017</i> • <i>Employment contract law</i> 	None
1.2	Are there any sector-specific or other regulatory requirements or codes of practice, which should be followed?	<p>The Children Act 2004 (the Act), as amended by the Children and Social Work Act 2017.</p> <p>Homelessness Codes of Guidance for Local Authorities</p>	None
2. Organisation's policies			
2.1	Is the project in compliance with the organisation's information management policies and procedures (including data protection, information security, electronic communications)?	Yes.	None

2.2	Which policy requirements will need to be followed throughout design and implementation of the project?	Data Protection Policy Information Security Policy Records Management Policy Homelessness B&B Elimination Plan Homelessness Prevention Strategy 2019-2024	none
2.3	Are any changes/updates required to the organisation`s policies and procedures to take into account the project? Note: new requirements for “Accountability” under the GDPR, including record-keeping, DPOs and policies	No	None
Page 99 3. Training and roles			
3.1	Will any additional training be needed for staff in relation to privacy and data protection matters arising from the project?	No	None

5. Personal Data Processing Compliance

Ref.	Question	Response	Further action required (and ref. to risk register as appropriate)
1. Personal Data Processing			
1.1	Which aspects of the project will involve the processing of personal data relating to living individuals?	Booking travel Booking accommodation	None
1.2	Who is/are the data controller(s) in relation to such processing activities?	Nottingham City Council Nottinghamshire County Council	None
1.3	Who is/are the data processor in relations to such processing activities?	Citizen - Homelessness Housing Solutions, Homelessness Strategy, Social Care, Children Integrated Services, Employee – HR – Executive/Leadership Support Team, any Council Service requiring staff travel and accommodation	None
2. Fair and Lawful processing - GDPR Articles 5(1)(a), 6, 9, 12, 13			
2.1	Which fair processing conditions are you relying on? GDPR: Article 6(1) (legal basis for processing) and, for sensitive personal data, Article 9(2).	6(1). Choose at least one of the following for personal data, usually (e) -(Cross out the rest) <ul style="list-style-type: none"> a) Consent b) Performance of contract c) Legal obligation d) Vital interests e) Public interest / exercise of Authority 9(2) Choose at least 1 for special data-usually g (cross the rest out) <ul style="list-style-type: none"> a) Explicit consent b) Employment / social security / social protection obligations c) Vital interests 	None

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- d) Non-profit bodies
- e) ~~Processing made public by data subject~~
- f) ~~Legal claims~~
- g) Substantial public interest
- h) Health, social care, medicine
- i) Public interest for public health
- j) ~~Archiving, statistics, historical research~~

For any criminal Data

Comply with Article 10 if it meets a condition in Part 1, 2 or 3 of Schedule 1.

- ~~Employment, social security and social protection~~
- ~~Health and social care purposes~~
- ~~Public health~~
- ~~Research~~

Substantial public interest:

- Statutory and government purposes
- Equality of opportunity and treatment
- ~~Racial and ethnic diversity at senior levels of organisations~~
- Preventing or detecting Unlawful Acts
- Protecting the public against dishonesty etc
- ~~Regulatory requirements relating to unlawful acts and dishonesty etc~~
- ~~Journalism etc in connection with unlawful acts and dishonesty etc~~
- Preventing fraud
- ~~Suspicion of terrorist financing or money laundering~~
- ~~Counselling~~
- Safeguarding of children and of individuals at risk

		<ul style="list-style-type: none"> • Safeguarding of economic well-being of certain individuals • Insurance • Occupational pensions • Political parties processing • Disclosure to elected representatives • Informing elected representatives about prisoners <p>Additional Conditions</p> <ul style="list-style-type: none"> • Consent • Vital interests • Personal data in the public domain • Legal claims • Judicial Acts 	
<p>Note: different conditions may be relied upon for different elements of the project and different processing activities. Also, the scope of special category data is wider under the GDPR, and in particular includes genetics & biometric data, and sexual orientation.</p>			
2.2	How will any consents be evidenced and how will requests to withdraw consent be managed?	Placement will be based on public task, consent to secure accommodation is not required. If the subject refuses accommodation or travel, then the process will be required and withdrawn	None
<p>Note: new requirements for obtaining and managing consents within the GDPR.</p>			
2.3	Is the data processing under the project covered by fair processing information already provided to individuals or is a new communication needed (see also data subject rights below)?	Attach privacy notice or provide a working link to the relevant privacy notice	None
<p>Note: more extensive information required under the GDPR than under current law, and new requirements on how such information is provided. Also a general principle of “<i>transparency</i>”. It is important to assess necessity and Proportionality</p>			
2.4	If data is collected from a third party, are any data protection arrangements made with such third party?	N/A	N/A

2.5	Is there a risk of anyone being misled or deceived?	No	None
2.6	Is the processing “fair” and proportionate to the need’s and aims of the projects?	Yes	None
2.7	Are these purposes clear in privacy notices to individuals? (see above)	Yes	None

3. Adequate, relevant and not excessive, data minimisation - GDPR Article 5(1)(c)

3.1	Is each category relevant and necessary for the project? Is there any data you could not use and still achieve the same goals?	No	None
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Note: GDPR requires data to be “limited to what is necessary” for the purposes (as well as adequate and relevant).

3.2	Is/can data be anonymised (or pseudonymised) for the project?	No	None
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4. Accurate and up to date - GDPR Article 5(1)(d)

4.1	What steps will be taken to ensure accurate data is recorded and used?	Records are kept and checked with placement data/records,	None
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For example: checks when receiving/sending information from/to third parties, or transcribing information from oral conversations or handwritten documents, any automatic checks on information not meeting certain criteria.

4.2	Will regular checks be made to ensure project data is up to date?	monitoring on usage is completed and audited by services leaders	None
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5. Data retention - GDPR Article 5(1)(e)

5.1	How long will personal data included within the project be retained?	7 years (Unsure of NCC Retention Periods)	None
5.2	How will redundant data be identified and deleted in practice? Consider paper records, electronic records, equipment?	Electronic data will be securely deleted from the folders and network systems Paper copies are not kept, if electronic forms are printed, they will be disposed of with the Councils confidential waste management systems when no longer needed.	None

5.3	Can redundant data be easily separated from data which still need to be retained?	Yes	None
6. Data subject rights - GDPR Articles 12 to 22			
6.1	Who are the relevant data subjects?	Employees Members of the public presenting as homelessness	None
6.2	Will data within the project be within the scope of the organisation's subject access request procedure?	Yes	None
6.3	Are there any limitations on access by data subjects?	No	None
6.4 Page 104	Is any data processing under the project likely to cause damage or distress to data subjects? How are notifications from individuals in relation to damage and distress managed?	Yes, Homelessness household may be at risk if location is disclosed, if others understand they are homeless. Direct work is completed with household throughout their involvement and data process, concerns are identified and dealt with immediately by trained employees	None
6.5	Does the project involve any direct marketing to individuals? How are requests from data subjects not to receive direct marketing managed?	No	None
6.6	Does the project involve any automated decision making? How are notifications from data subjects in relation to such decisions managed?	No	None

6.7	How will other rights of data subjects be addressed? How will security breaches be managed?	These rights will be processed by the Information Compliance Team at Nottingham City Council. All breached will be dealt with by the Information Compliance team and the Data Protection Officer.	None
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7. Data Security - GDPR Articles 5(1)(f), 32

For example:

- **Technology:** encryption, anti-virus, network controls, backups, DR, intrusion detection;
- **Physical:** building security, clear desks, lock-leads, locked cabinets, confidential waste;
- **Organisational:** protocols on use of technology, asset registers, training for staff, pseudonymisation, regular testing of security measures.

Describe the source of risk and nature of potential impact on the individuals. Include associated compliance and corporate risks as necessary -What security measures and controls will be incorporated into or applied to the project to protect personal data? Consider those that apply throughout the organisation and those which will be specific to the project. N.B Measures that are appropriate to the nature of the data and the harm which may result from a security breach	Likelihood of harm	Severity of harm	Overall Risk
<ul style="list-style-type: none"> • Risk of basic Personal Information Names and contact details being shared external to Council commissioned providers <ul style="list-style-type: none"> ○ Online booking system with owner security ○ Restricted Council network storage system with limited access arrangements 	Remote, Possible or Probable	Minimal, Significant or Severe	Low, Medium or High
	Remote	Minimum	Low

<ul style="list-style-type: none"> • Risk of household address being disclosed <ul style="list-style-type: none"> ○ Point of contact with communications Between Council and Household ○ Strict Non-disclosure of information to any other parties not the household or confirmed authorities or commissioned providers of the Council 	Remote	Significant	Medium
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Identify measures to Reduce Risk- Identify additional measures you could take to reduce or eliminate risks identified as medium or high risk that you have identified

Risk	Options to reduce or eliminate risk	Effect on risk Eliminated/ Reduced or Accepted	Residual risk Low/Medium/High	Measures approved Yes/No
Page 100 Household address being disclosed	Information only shared with approved services and commissioned providers If address is compromised the Council will seek to move and source alternative housing/accommodation	Accepted	Low	Yes

8. Data processors - GDPR Article 28 & direct obligations in other articles

8.1	Are any data processors involved in the project?	Yes, Commissioned Support Providers	None
8.2	What security guarantees do you have?	Procurement Framework and service level contract with information sharing agreement in place	None

For example: specific security standards or measures, reputation and reviews			
8.3	Please attach the processing agreement	<p>All Framework Agreements contain,</p> <ul style="list-style-type: none"> • SECTION 8 - warranties and Representations, sub-section <ul style="list-style-type: none"> ○ 8.1.4 - as at the Commencement Date, all information, statements and representations contained in the Tender and the SQ Response (including statements made in relation to the categories referred to in Regulations 23, 24 and 25 of the Regulations) for the Services are true, accurate, and not misleading save as may have been specifically disclosed in writing to the Authority prior to the execution of this Framework Agreement and it will promptly advise the Authority of any fact, matter or circumstance of which it may become aware which would render any such information, statement or representation to be false or misleading; • SECTION 20 – Data Protection – <ul style="list-style-type: none"> ○ 20.1 It is the intention of the Parties that no Personal Data shall be processed or shared under this Framework Agreement and that the Provider shall be Data Controller with respect to any Data it obtains under this Contract. ○ 20.2 To the extent relevant under a Contract, the Provider shall (and shall procure that any of the Staff 	None

		<p>involved in the provision of the Service) comply with any requirements under the Data Protection Legislation.</p> <ul style="list-style-type: none"> ○ 20.3 In the event that Personal Data is to be processed or shared in accordance with this Contract, the Parties shall ensure that appropriate data processing or sharing agreements are established prior to doing so. ○ 20.4 The Parties shall enter into an Information Sharing Agreement provided by the Authority prior to the Provider commencing the provision of the Services under any Contract. 	
<p>For example: security terms, requirements to act on your instructions, regular audits or other ongoing guarantees Note: new requirements for the terms of contracts under the GDPR (much more detailed than current law).</p>			
8.4	How will the contract and actions of the data processor be monitored and enforced?	Power to audit under the processing agreement.	None
8.5	How will direct obligations of data processors be managed?	Under the processing agreement	None
<p>Note: New direct obligations for processors under the GDPR, including security, data protection officer, record-keeping, international data transfers.</p>			
<p>For example: fair & lawful, lawful purpose, data subject aware, security, relevance.</p>			
<p>9. International data transfers - GDPR Articles 44 to 50</p>			
9.1	Does the project involve any transfers of personal data outside the European Union or European Economic Area?	No	None
9.2	What steps are taken to overcome the restrictions?	N/A	N/A
<p>For example: Safe Country, contractual measures, binding corporate rules, internal assessments of adequacy</p>			

Note: GDPR has similar methods to overcome restrictions as under current law, but there are differences to the detail and less scope for an “own assessment” of adequacy.

10. Exemptions

10.1	Will any exemptions for specific types of processing and/or specific DP requirements be relied upon for the project?	No	None
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For example: crime prevention, national security, regulatory purposes

Note: Exemptions under the GDPR to be assessed separately, and may be defined within additional EU or UK laws.

6. Sign off and record outcomes

Item	Name	Date
Measures approved by: (project owner) This must be signed before the DP can sign off on the DPIA.	Joseph Muir	17/11/2023
Residual risks approved by: (If accepting any residual high risk, consult the ICO before going ahead)		
DPO advice provided: (DPO should advise on compliance, measures and whether processing can proceed)		
Summary of DPO advice:		
DPO advice accepted or overruled by		If overruled, you must explain your reasons
Comments:		
IT Security Officer: Where there are IT security issues		
IT Officer comments:		
SIRO Sign off: (For major projects)		
Consultation responses reviewed by:		
This DPIA will be kept under review by:		The DPO should also review ongoing compliance with DPIA

Carbon Neutral Policy Team: Planning Application Review

Application: Travel and accommodation booking system

Proposal:

Location:

Link:

Summary Notes

Summarise key points from the below assessment

- Behaviour and Culture Change
- Built Environment
- Business & internal resources
- Carbon Removal & Ecology
- Consumption
- Energy
- Resilience and Adaptation
- Transport
- Waste and Water

Carbon Impact Assessment (higher priority impacts shown in green)

Category / Impact	Evidence / Scope	CNPT Comments	Score (-5 to +5)
1 Behaviour and Culture Change			
Communication & engagement			
Wider influence	Score changed to 0,	How does this project result in us gaining authority on climate change or being a clear example to others? Currently, no evidence provided to justify a positive score.	
Working with communities			
Working with partners	Score changed to 0,	No evidence provided to show how this project is working with partners with similar values regarding climate change and so positive score isn't justified.	-
2 Built Environment			
Building construction			-
Building use			-
Switching away from fossil fuels			-
3 Business & internal resources			
Developing green businesses			-
Marketable skills & training			-
Sustainability in business			-

Category / Impact	Evidence / Scope	CNPT Comments	Score (-5 to +5)
Material / infrastructure requirement		How? More information required.	
4 Carbon Removal & Ecology			
Carbon storage			
Biodiversity & Ecology			-
Bee friendly city			-
Carbon offsets	Score changed to 0, comments changed from "Use of the booking system will enable Council services to use less resources" To, "No effect"	Using sustainable travel isn't carbon offsetting. Carbon offsetting is the removal of emissions to compensate for emissions elsewhere. This project isn't contributing to the council's carbon offsetting.	-
5 Consumption			
Food & Drink			-
Products			
Services			-
Local and low-carbon production			
6 Energy			
Local renewable generation capacity			-

Category / Impact	Evidence / Scope	CNPT Comments	Score (-5 to +5)
Reducing energy demand			-
Improved energy storage			-
7 Resilience and Adaptation			
Green / blue infrastructure			-
Natural flood management			-
.Drought vulnerability			-
Flooding vulnerability			-
Heatwave vulnerability			
8 Transport			
Staff travel requirement	Score changed to 0, comments changed from “Enables greater options for low carbon staff travel, public transport, electric travel etc.” To, “No effect”	Greater options doesn’t mean those options will be chosen – does this project encourage staff to choose low carbon travel? Not enough information provided to justify positive score.	-
Decarbonising vehicles	Score changed to 0, comments changed from “Decreases the use.” To,	How? More information required.	-

Category / Impact	Evidence / Scope	CNPT Comments	Score (-5 to +5)
	"No effect"		
Improving infrastructure	Score changed to 0, comments changed from "Increases the opportunity to use low carbon transport." To, "No effect"	More information required.	-
Supporting people to use active travel			-
Reduced need to travel			-
9 Waste and Water			
Single-use plastic			
End of life disposal / recycling			
Waste volume			-
Water use			

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