


EQUALITY IMPACT ASSESSMENT – WARM HOMES: LOCAL GRANT

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): The person completing the EIA template.	Nicola Turvey	Department and service:	Net Zero Delivery Team	Date of assessment:	04/03/2025
Lead Officer: Head of Service, Service Director, or Strategic Director.	Paul Barnard	Signature:		Approval date:	7,3,25
Overview:	<p>This EIA is to evaluate the impact of Plymouth City Council delivering the Warm Homes: Local Grant funding, provided by central government Department of Energy Security and Net Zero (DESNZ) to fully fund home improvements to eligible privately owned and privately rented homes across the city.</p> <p>The grant funding will pay for insulation, heating improvements and clean heat technology measures to improve the thermal performance of low income and fuel poor homes, to increase the thermal comfort and internal health of these homes.</p> <p>Plymouth City Council has secured £3,024,995.00 of grant funding to help improve 206 x homes over a 3 year period from 01/04/2025 – 31/03/2028.</p> <p>The residents and owners of these homes may reside in circumstances with complex needs, and particular physical and mental health vulnerabilities. It is essential that Plymouth City Council only appoints improvement works to installers who will be able to provide competent workman to attend these homes, and act in a respectful, compliant and inclusive manner when installing insulation, new products or making any changes within the residents home.</p> <p>It is essential that customer relations are well organised, documented and managed, and that a customer communications and complaints procedure is effectively implemented by the approved third party delivery partners and Installers working within these homes.</p>				
Decision required:	<p>It is recommended that the Leader of the Council:</p> <ul style="list-style-type: none"> • Approves the Warm Homes Local Grant Business Case • Allocates £2,571,244.90 for the project into the Capital Programme, fully funded by The Warms Homes Local Grant • Authorises the procurement process 				

	<ul style="list-style-type: none">Delegates the award of the contract to Service Director for Strategic Planning & Infrastructure
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SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	Yes	X	No	
Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?	Yes		No	X
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)	Yes		No	X
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
Age	<p>Plymouth</p> <ul style="list-style-type: none"> • 16.4 per cent of people in Plymouth are children aged under 15. • 65.1 per cent are adults aged 15 to 64. • 18.5 percent are adults aged 65 and over. • 2.4 percent of the resident population are 85 and over. <p>South West</p> <ul style="list-style-type: none"> • 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. • 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none"> • 17.4 per cent of people are aged 0 to 14. • 64.2 per cent of people are aged 15 to 64. • 18.4 per cent of people are aged 65 and over. <p>(2021 Census)</p>	Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>

<p>Care experienced individuals</p> <p>(Note that as per the Independent Review of Children's Social Care recommendations, Plymouth City Council is treating care experience as though it is a protected characteristic).</p>	<p>It is estimated that 26 per cent of the homeless population in the UK have care experience. In Plymouth there are currently 7 per cent of care leavers open to the service (6 per cent aged 18-20 and 12 per cent of those aged 21+) who are in unsuitable accommodation.</p> <p>The Care Review reported that 41 per cent of 19-21 year old care leavers are not in education, employment or training (NEET) compared to 12 per cent of all other young people in the same age group.</p> <p>In Plymouth there are currently 50 per cent of care leavers aged 18-21 Not in Education Training or Employment (54 per cent of all those care leavers aged 18-24 who are open to the service).</p> <p>There are currently 195 care leavers aged 18 to 20 (statutory service) and 58 aged 21 to 24 (extended offer). There are more care leavers aged 21 to 24 who could return for support from services if they wished to.</p>	<p>Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents</p>	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Disability	<p>9.4 per cent of residents in Plymouth have their activities limited 'a lot' because of a physical or mental health problem.</p> <p>12.2 per cent of residents in Plymouth have their activities limited 'a little' because of a physical or mental health problem (2021 Census)</p>	<p>Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents</p>	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Gender reassignment	0.5 per cent of residents in Plymouth have a gender identity that is different from their sex registered at birth. 0.1 per cent of residents identify as a trans man, 0.1 per cent identify as non-binary and, 0.1 per cent identify as a trans women (2021 Census).	Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Marriage and civil partnership	<p>40.1 per cent of residents have never married and never registered a civil partnership. 10 per cent are divorced, 6 percent are widowed, with 2.5 per cent are separated but still married.</p> <p>0.49 per cent of residents are, or were, married or in a civil partnerships of the same sex. 0.06 per cent of residents are in a civil partnerships with the opposite sex (2021 Census).</p>	<p>Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents</p>	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Pregnancy and maternity	The total fertility rate (TFR) for England was 1.62 children per woman in 2021. The total fertility rate (TFR) for Plymouth in 2021 was 1.5.	Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Race	<p>In 2021, 94.9 per cent of Plymouth's population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black (2021 Census)</p> <p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity (2021 Census)</p> <p>92.7 per cent of residents speak English as their main language. 2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese, and Arabic are the most spoken languages in Plymouth (2021 Census).</p>	<p>Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents</p>	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Religion or belief	<p>48.9 per cent of the Plymouth population stated they had no religion. 42.5 per cent of the population identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth's population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	<p>Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents</p>	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Sex	51 per cent of our population are women and 49 per cent are men (2021 Census).	Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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Sexual orientation	88.95 per cent of residents aged 16 years and over in Plymouth describe their sexual orientation as straight or heterosexual. 2.06 per cent describe their sexuality as bisexual, 1.97 per cent of people describe their sexual orientation as gay or lesbian. 0.42 per cent of residents describe their sexual orientation using a different term (2021 Census).	Only adverse impact identified could be in the Installer behaviour when entering the home of eligible residents	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
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SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department

<p>Work together in partnership to:</p> <ul style="list-style-type: none"> ▪ promote equality, diversity and inclusion ▪ facilitate community cohesion ▪ support people with different backgrounds and lived experiences to get on well together 	<p>Residents receive poor workmanship or unprofessional treatment by approved Installers employees and subcontractors</p>	<p>Active and reviewed Customer Complaints Procedure provided by Installer</p> <p>Ongoing weekly meeting with Installer to review feedback from residents</p> <p>Independent 3rd party Delivery Partner – Plymouth Energy Community - hand hold resident through their customer journey of receiving insulation/ clean heat improvements to their homes, and when contractors will be entering their property</p>	<p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – Net Zero Delivery Team & PEC to manage with Installer</p> <p>Ongoing – PEC to manage relational support with resident</p>
<p>Give specific consideration to care experienced people to improve their life outcomes, including access to training, employment and housing.</p>	<p>A drive of the Warm Homes: Local Grant is to drive some of the grant funding secured into improving the social value received by Plymouth, through supporting training and apprenticeship opportunities, as well as upskilling businesses to PAS2030:2023 standard</p>	<p>Collaborate with City College and the PCC Apprenticeships team who focus on Build Plymouth</p>	<p>Ongoing throughout grant</p>
<p>Build and develop a diverse workforce that represents the community and citizens it serves.</p>	<p>A drive of the Warm Homes: Local Grant is to drive some of the grant funding secured into improving the social value received by Plymouth, through supporting training and apprenticeship opportunities, as well as upskilling businesses to PAS2030:2023 standard</p>	<p>Collaborate with City College and the PCC Apprenticeships team who focus on Build Plymouth</p>	<p>Ongoing throughout grant</p>

Support diverse communities to feel confident to report crime and anti-social behaviour, including hate crime and hate incidents, and work with partners to ensure Plymouth is a city where everybody feels safe and welcome.	Working with our - Delivery Partner Plymouth Energy Community – we aim to build and foster a relational service with each resident participating in the scheme. Part of this relational support is to handhold them through the customer journey, as well as be able to sign post them into additional support services that PEC are already connected too (PEC are connected to over 150 x support services suited to Plymouth residents).		
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