



**To:**  
**All members of the**  
**Community Wellbeing and Housing**  
**Committee**

*Please reply to:*  
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Date: 27 September 2021

### Supplementary Agenda

### **Community Wellbeing and Housing Committee - Tuesday, 28 September 2021**

Dear Councillor

I enclose the following late item for the Community Wellbeing and Housing Committee meeting to be held on Tuesday, 28 September 2021:

- a) Contract for Cleaning of White House and Harper House **3 - 24**  
To approve the recommended contract for cleaning of White House and Harper House for the duration of 3 years with an option to extend for a further two 12 month periods.

Yours sincerely

Karen Wyeth  
Corporate Governance

To the members of the Community Wellbeing and Housing Committee

Councillors:

S.A. Dunn (Chairman)	S. Buttar	J. McIlroy
S.M. Doran (Vice-Chairman)	R. Chandler	O. Rybinski
M.M. Attewell	N. Islam	V. Siva
C. Bateson	M.J. Madams	J. Vinson

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Substitute Members: Councillors: J.T.F. Doran, R.D. Dunn, K.M. Grant and H. Harvey

## COMMUNITY WELLBEING AND HOUSING COMMITTEE MEETING

28 September 2021



<b>Title</b>	Enter a contract for cleaning of White House and Harper House
<b>Purpose of the report</b>	To make a Decision
<b>Report Author</b>	Marta Imig, Strategic Lead, Housing
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	Report No – Appendix B yes
<b>Exemption Reason</b>	Information relating to the financial or business affairs of any particular person (including the authority holding that information). Releasing the information within the appendix could affect the tenderers is bidding for other contracts when their tender information is placed in the public domain.
<b>Corporate Priority</b>	Housing
<b>Recommendations</b>	Committee is asked to:  To approve the recommended contract for cleaning of White House and Harper House, for the duration of 3 years with an option to extend for a further two 12-month periods.
<b>Reason for Recommendation</b>	To provide cleaning services for White House and Harper House

**1. Key issues**

- 1.2 White House and Harper House will provide specialist accommodations for single homeless people and homeless families. We are required to make cleaning arrangements for communal parts of both buildings.
- 1.3 The Council carried out a tender process in accordance with the requirements of Contract Standing Orders based on an estimated contract value of £145,000.
- 1.4 Local suppliers were approached via the Spelthorne Business Forum to express an interest and 5 suppliers were invited to tender from this exercise.
- 1.8 Following the tender the costs have come in higher but have been verified – details are covered in the tender report enclosed in Appendix B. The tenders were received were over the threshold for the full Public Contracts Regulations 2015 requirements, but as the Council has undertaken a competitive process assuming, in good faith, that the value would be significantly less this does not invalidate the tenders received and the Council can proceed to contract award.

**2. Options analysis and proposal**

Option 1: Approve the cleaning contract award to the recommended contractor in the Tender Report

The cleaning contract would be awarded, and services commence on the day of White House opening (delayed start for Harper House).

Option 2: Not to approve the cleaning contact award to the recommended contractor in the Tender Report and to readvertise the tender for the cleaning contract

The cleaning contract will not be awarded, and the tender process would need to be re-advertised. An alternative cleaning arrangement would need to be sourced for cleaning of White House until new tender process is completed. This is not recommended the Council are unlikely to received lower bids.

**3. Financial implications**

- 3.1 The cost of the cleaning contract following the tender process is higher than originally estimated. The cost of the cleaning will be covered through service charge collections.

**4. Other considerations**

- 4.1 White House is due to open on 6 October 2021, with first residents moving in days after the opening. There is some urgency in ensuring that sufficient cleaning arrangements are in place.
- 4.2 The tenders received have been thoroughly evaluated and the cost stated by the recommended contractor is considered to be within the market value for the type of service.

**5. Equality and Diversity**

- 5.1 Equality and Diversity assessment has been completed and is enclosed in Appendix A.

**6. Sustainability/Climate Change Implications**

- 6.1 The contractor will be required to only use environmentally friendly cleaning materials. The proposed contract does not have any impact on the Council's sustainability / climate change position.

**7. Timetable for implementation**

- 7.1 Once approved, the contract will entered into as soon as possible, with commencement date on 6 October 2021.

**Background papers: There are none.**

**Appendices:**

Appendix A - Equality and Diversity Assessment

Appendix B - Cleaning services at White House and Harper House Tender Report

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## Equality Analysis

<b>Directorate:</b> Community Wellbeing	<b>Lead Officer:</b> Marta Imig
<b>Service Area:</b> Housing Strategy & Policy	<b>Date completed:</b> 25 September 2021
<b>Service / Function / Policy / Procedure to be assessed:</b> Enter a cleaning contract for White House and Harper House	
<b>Is this:</b> New / Proposed <input checked="" type="checkbox"/> Existing/Review <input type="checkbox"/> Changing <input type="checkbox"/>	<b>Review date:</b> 3 years since contract commencement

Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

**What are the aims and objectives/purpose of this service, function, policy or procedure?**

The Housing Strategy 2020-25 sets the strategic direction for the Council in its ambition that local residents have access to suitable and affordable housing options locally.

The final strategy contains three strategic priorities, and an associated Action Plan:

1. Enabling the delivery of more affordable homes across a range of tenures.
2. Promote independence and wellbeing to enable residents to remain living independently.
3. Prevent homelessness and rough sleeping.

Within the Housing Strategy, there are two actions under priority 3 that specifically focus on the delivery of the White House Hostel and Harper House rebuild. The first action indicates that Spelthorne Borough Council will complete the White House Hostel project to improve the service offer to single people, particularly those with multiple and complex needs, supporting them to move onto independent living in settled accommodation. The second action is to complete the Harper House rebuild project which will provide the main supported housing for local homeless families with the aim of providing good quality accommodation and to improve the move-on journey for families in to settled accommodation.

The procurement of a cleaning contract for the White House Hostel and Haper House is imperative to ensure that both emergency accommodations are ready for tenants to take occupation once both reach practical completion. Whilst the UK is still trying to recover from the COVID-19 pandemic, it is of utmost importance that a cleaning contract is in place to ensure that regular cleaning standards are upheld to minimise the potential spread of COVID-19. Strict cleaning regimes will need to be in place for communal areas.

Page 8

**Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?**

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment		✓
Advancing equality of opportunity	✓	
Fostering good community relations	✓	

**If not relevant to any of the three equality duties and this is agreed by your Head of Service**, the Equality Analysis is now complete - please send a copy to **NAMED OFFICER**. **If relevant**, a Full Equality Analysis will need to be undertaken (PART B below).



## PART B: Full Equality Analysis

### Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

<b>What outcomes are sought and for whom?</b>	The main outcome sought is to enter a cleaning contract for White House Hostel and Harper House  Affected groups will include (not exhaustive): <ul style="list-style-type: none"><li>• Partners involved in the delivery of the White House Hostel and Harper House, such as Metropolitan Thames Valley Housing (MTVH) who are providing the management contract for the sites;</li><li>• All adults (and associated dependants) who are homeless or at risk of homelessness, including rough sleepers;</li><li>• Housing Options Staff at Spelthorne Borough Council who support homeless households in to emergency accommodation.</li></ul>
<b>Are there any associated policies, functions, services or procedures?</b>	Housing Act 1996 (as amended by various) Housing Strategy 2020-2025 Homelessness and Rough Sleeping Strategy 2020-2025 Procurement Strategy
<b>If partners (including external partners) are involved in delivering the service, who are they?</b>	The overall procurement of a cleaning contract for the White House Hostel and Harper House is the responsibility of Spelthorne Borough Council. A partner to deliver this service will be identified through the procurement process.

## Step 2 – What does the information you have collected, or that you have available, tell you?

**What evidence/data already exists about the service and its users?** (in terms of its impact on the ‘equality strands’, i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

### General Spelthorne context

Almost half of Surrey’s 20 most deprived super output areas are in Spelthorne. Three are in the ward of Stanwell North, two in Ashford North and Stanwell South and one in each of Ashford East and Sunbury Common. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Although the number of VAT and/or PAYE-registered business has fallen slightly over the past four years, Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne’s working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

### Gender / gender identity

Census data from 2011 shows that 50.5% of residents in Spelthorne were female, with the remaining 49.5% being male. There is no data known to be held in relation of other gender identities.

Source: ONS Census, 2011 - neighbourhood statistics for residents aged 16 to 74

*A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) sets out the Office for National Statistics’ (ONS) recommendations for what the census should contain and how it should operate. The White Paper recommends that the census in 2021 includes a question about gender identity, asking respondents whether their gender is the same as the sex they were registered as at birth. The question will be separate from the question about sex (i.e., whether the respondent is male or female), which will be phrased in the same way as previous years. There is currently no official data about the size of the transgender population (the word ‘transgender’ is used here to describe people whose gender identity does not match the sex they were assigned at birth). The Government Equalities Office (GEO) has said that there may be 200,000 to 500,000 transgender people in the UK, but stresses that we don’t know the true population because of the lack of robust data. The ONS has identified user need for official estimates in order to support policy-making and monitor equality duties.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

Age

Spelthorne has a slightly lower population of under-30s (34%) compared to the rest of the country (37%), and a slightly higher population of 30-69 year olds (42%) compared with the UK average of (40%), The number of 70+ is 23%, which is broadly in line with the rest of the UK (24%).

Source: <https://commonslibrary.parliament.uk/local-data/constituency-statistics-population-by-age/>

Ethnicity

The ethnic make-up of Spelthorne is largely in line with the UK average, although we have more residents who identify as Asian and fewer residents who identify as Black than the national average.

Ethnic group	Spelthorne		Region	UK
	Number	%	%	%
White	83,455	87.3%	90.7%	87.2%
Mixed	2,382	2.5%	1.9%	2.0%
Asian	7,295	7.6%	5.2%	6.9%
Black	1,545	1.6%	1.6%	3.0%
Other	921	1.0%	0.6%	0.9%
Total	95,598	100.0%	100.0%	100.0%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/demography/constituency-statistics-ethnicity/>

Disability

*As of July 2019 there were around 2,020 PIP claimants in Spelthorne constituency. In comparison, there was an average of 2,500 claimants per constituency across the South East. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP. They accounted for 37% of awards, compared to 36% in Great Britain. 'Psychiatric disorders' include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 17% of awards within the constituency and 21% in Great Britain. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.*

Source:

<http://data.parliament.uk/resources/constituencystatistics/personal%20independence%20payment/PIP%20claimants%20in%20Spelthorne.pdf>

Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Constituency		Region	UK
	Number	%	%	%
<b>Has religion</b>	<b>67,392</b>	<b>70.5%</b>	<b>65.0%</b>	<b>66.7%</b>
of which				
Christian	60,954	63.8%	59.8%	58.8%
Muslim	1,808	1.9%	2.3%	4.5%
Hindu	2,332	2.4%	1.1%	1.4%
Buddhist	420	0.4%	0.5%	0.4%

Jewish	206	0.2%	0.2%	0.4%
Sikh	1,325	1.4%	0.6%	0.7%
Other	347	0.4%	0.5%	0.4%
<b>No religion</b>	<b>21,511</b>	<b>22.5%</b>	<b>27.7%</b>	<b>26.1%</b>
<b>Not stated</b>	<b>6,695</b>	<b>7.0%</b>	<b>7.4%</b>	<b>7.2%</b>

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/constituency-data-religion/>

### Sexual orientation

*There is no accurate dataset which can be used to reflect solely Spelthorne. The White Paper recommends asking a new question about sexual orientation. The ONS has identified a user need for better data on sexual orientation – particularly for small areas – to inform policy-making and service provision, as well as monitoring equality duties. The ONS has previously used the Annual Population Survey (APS) to estimate the size of the lesbian, gay and bisexual (LGB) population in the UK. According to these estimates, just over 1 million people identified as LGB in 2016 (around 2% of the population). However, the sample population used in the APS isn't big enough to provide robust estimates of the LGB population in smaller areas.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

### Marriage / Civil Partnership

More people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

<b>Marital Status</b>	<b>Spelthorne</b>		<b>England and Wales</b>	
All usual residents aged 16+	78,089		45,496,780	
Single (never married or never registered a same-sex civil partnership)	24,562	31%	15,730,275	35%
Married	38,984	50%	21,196,684	47%
In a registered same-sex civil partnership	153	0%	104,942	0%
Separated (but still legally married or still legally in a same-sex civil partnership)	2,042	3%	1,195,882	3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	6,870	9%	4,099,330	9%
Widowed or surviving partner from a same-sex civil partnership	5,478	7%	3,169,667	7%

**Has there been any consultation with, or input from, customers / service users or other stakeholders?** If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

A public and stakeholder consultation has not been carried out on the contract specification or cost of cleaning contract for the White House Hostel and Harper House.

**Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?**

None

## Step 3 – Identifying the negative impact.

### a. Is there any negative impact on individuals or groups in the community?

#### **Barriers:**

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

\* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

#### **Solutions:**

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Barriers/Impacts identified	Solutions (ways in which you could mitigate the impact)
<b>Age</b> (including children, young people and older people)	There are laws that cover employment of children under school leaving age. Children are of compulsory school age until the academic year in which they turn 16.	We will only accept tenders from agencies that abide by these laws. Barrier is justified.

	Older people may be impacted. This includes those that are retired from employment and will be potentially excluded from the procurement process if they are not recruited by the cleaning contractor.	There is no legal retirement age, and employers can no longer force their employees to retire at a particular age. We would expect to see equal opportunities embedded within the contractors recruitment process when procuring a contractor.
<b>Disability</b> (including carers)	Physically disabled people accessing employment in cleaning services may have more limited options available to them due to property adaptation requirements to access the areas for cleaning. White House has a lift and wide entrance doors to enable disabled access to all common parts. Harper House hasn't got a lift and first and second floor can only be accessed by stairwell. There are also some physical manual requirements of some of the cleaning tasks outlined in the specification.	We would seek to view in the tender that an employer clearly outlines its duties to make sure that they make any reasonable adjustments to the workplace, practices or facilities that place the employee who has a disability at a disadvantage. We would expect to see that the agency takes preventing discrimination in the workplace seriously.
<b>Gender</b> (men and women)	No negative impacts have been identified.	n/a
<b>Race</b> (including Gypsies & Travellers and Asylum Seekers)	No negative impacts have been identified.	n/a
<b>Religion or belief</b> (including people of no religion or belief)	No negative impacts have been identified.	n/a
<b>Gender Re-assignment</b> (those that are going through transition: male to female or female to male)	No negative impacts have been identified.	n/a
<b>Pregnancy and Maternity</b>	People in this group may temporarily cease employment with the cleaning contractor. If the contractor is recruiting, persons in this group, they should not be discriminated against.	We would expect to view in the tender that an employer has clear procedures in place for this group including information on their statutory rights concerning pay, leave and contractual benefits.
<b>Sexual orientation</b> (including gay, lesbian, bisexual and heterosexual)	No negative impacts have been identified.	n/a

## Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

No changes required.

## Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?

The Housing Strategy 2020-25 including the action plan and tasks within it will be monitored by the Council's Strategic Housing Group who meet monthly. MTVH will be responsible for the day to day management of the cleaning contract, with SBC overseeing and monitoring KPI's.

## Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a



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**Equality Analysis approved by:**

Group Head:

Date: 25 September 2021



Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team and ensure the document is uploaded to the EA Register which will be available to the public:

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