

# Equality Impact Assessment

## 1. Tell us about your service

My Directorate	Neighbourhoods
My Service	Homelessness
My team / section	Transformation & Performance
The name of the function being analysed	Homelessness and Rough Sleeping Strategy
Who is completing the assessment?	Martin Jennings
Who is the lead manager for the assessment?	Shuff Tariq

## 2. Tell us about the activity that you're analysing

Briefly describe the main aims and objectives of your policy, project, service redesign or strategy, including outlining at a high level if it has implications for other areas of the Council's work and priorities.

This Strategy places strong emphasis on ensuring we maintain a position of increasing prevention of homelessness, reducing rough sleeping, not placing families in bed and breakfast accommodation, reducing the number of accommodation placements made outside of Manchester and providing more suitable and affordable accommodation for households.

To help achieve this we are working in close partnership with Early Help, schools and health services to tackle health inequalities and with the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector to provide a robust approach to prevention.

The strategy aims to make:

- Homelessness a rare occurrence: increasing prevention and earlier intervention at a community level
- Homelessness as brief as possible: improving temporary and supported accommodation so it becomes a positive experience
- Experience of homelessness unrepeated: increasing access to settled homes and the right support at the right time.

Our strategy has direct alignments with the following Manchester strategies:

- Our Manchester - outlining plans to improve the lives of the people of Manchester.
- Making Manchester Fairer - addressing health inequalities across Manchester
- Manchester Anti-Poverty Strategy - tackling poverty, its causes, and consequences
- Manchester Housing Strategy 2022-32
- Domestic Abuse Strategy
- Children and Young People's Plan
- Enabling Independence Accommodation Strategy - setting out a partnership approach to improving housing with care and support options

And will influence:

- Joint Strategic Needs Assessment Topic Report on Homelessness and Health - collating the data and evidence base on the health of people and families experiencing homelessness and the services that support this group in Manchester.
- Communities of Identity report - exploring the inequalities faced by specific communities within the city.
- Mental Well-being Strategy - focusing on prevention, lower-level mental illness, emotional wellbeing and tackling inequalities of all ages.
- LGBTQ+ Communities Deep Dive - exploring the inequalities faced by LGBTQ+ communities and the support provided by Council services to improve access, experience, and outcomes.
- Bringing Services Together for People in Places - a shared Manchester collaborative approach that delivers services around the person

There has been co-production of this strategy, involving partners across the sector and people with lived experience. Co-production of an action plan sitting alongside the strategy will involve people with lived experience and with all characteristics.

The strategy is framed around the four principles of Manchester City Council's Homelessness Transformation Programme (A Place Called Home). The principles offer a thematic and solution-focused response to ending homelessness in Manchester.

- Increasing prevention
- Reducing rough sleeping
- More suitable and affordable accommodation
- Better outcomes, better lives

Access to services has been identified as the golden thread, running throughout the four principles and will be a cross-cutting theme on the action plan.

The strategy will ensure that residents of Manchester have access to information, advice, and support. How, when and where our residents access services are essential components of making all services inclusive.

We want our residents to be able to access the right service(s) at the right time and recognise the importance of a diverse range of access routes that reflect residents' differing needs.

### 3. Analysing the impact on equality

Will the policy, strategy, project, service redesign being assessed here... (Tick all that apply):

Remove or minimise disadvantages suffered by individuals or groups because of their characteristics.	X
Meet the needs of people from protected or disadvantaged groups where these are different from the needs of other people	X
Promote diversity and encourage people from protected or disadvantaged groups to participate in activities where they are underrepresented	X

Describe how you've reached your conclusion and what evidence it's based on (500 words max).

The aims and objectives of the Homelessness & Rough Sleeping Strategy is to ensure the service is accessible to all residents of Manchester and the right support is provided to individuals who are homeless, threatened with homelessness or may be sleeping rough regardless of protected characteristics.

The current Service Improvement Plan will support the Homelessness & Rough Sleeping Strategy and is focused on key areas of the Service:

- Access to Homelessness service to increase prevention and reduce the numbers in Temporary Accommodation
- Reduce the numbers of people sleeping rough
- Work to a functional zero where no families are in B&B for 6 weeks or longer and where placements are made there is planned move in place from the start.
- Reduce the number of singles in B&B

Priority actions being undertaken are:

1. Deliver an immediate accessible housing solutions service using different channels/at range of locations including access to telephone with a dedicated line for Young People
2. Ensure that the off the street emergency accommodation is offered to people sleeping rough, with a quicker process to undertake homelessness assessments
3. Deliver a housing support service that targets support at priority points and is tailored to meet individual needs
4. Offer of Private Rented Sector accommodation to prevent and relieve homelessness along with support where required

To deliver all elements of the Homelessness & Rough Sleeping Strategy, there is a change in the way services are delivered and the approach of staff. Through weekly briefings and case reviews staff are being trained and empowered to use all resources available to them, making quicker and legislatively correct decisions. This is an incremental service change where people are working differently – Transformation and service improvement is a culture change which will support the delivery of the Strategy.

Data sets from Homeless presentations across the directorate, occupancy records, support needs are key to guiding and developing this activity. Evidence based practice shows us that a person centered approach works better than a front door statutory assessment or formulaic approach to providing services.

Considering which group/s you have identified the policy, project, strategy or service redesign as being relevant to, complete the table below. Be brief with your answers

and only complete them for the group/s relevant to your activity. If you identify any actions to address impacts, list these in Annex 1 along with responsible officers and timescales for each action.

	<p><b><u>1. What is the impact of your proposal on this group?</u></b></p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p><b><u>2. What evidence have you used to reach this assessment?</u></b></p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p><b><u>3. What actions could be taken to address the impacts?</u></b></p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
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<p><u>Age (older people)</u></p>	<p>Reduce the use of Temporary Accommodation and B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are older.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed an increase in the number of people presenting as homelessness who were 65+</p>	<p>Working with Adult Services to ensure residents have access to Extra Care schemes and Retirement living etc. We are also undertaking homelessness housing needs assessment working with strategic Housing.</p> <p>Many settled accommodation blocks are for over 55's and therefore it is often quicker to move into settled accommodation</p> <p>Where someone is not of retirement age we are offering accommodation that is suitable for their needs.</p>
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<p><u>Age (children and young people)</u></p>	<p>Reduce the use of Temporary Accommodation &amp; B&amp;B placements across all applicants.</p> <p>Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are younger.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed, at its peak, the total number of children in Temporary Accommodation was over 4000.</p>	<p>The service that works with 18+ years old young people has been brought back in house and the Council are now directly working with this cohort to offer support and accommodation that helps meet the individual needs of this cohort.</p> <p>The service commissions and provides a number of specialist accommodation options for young people and will recommission in the lifetime of the strategy</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep young people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p> <p>A direct phone line has been created for Young People as we recognise that the main number is difficult for them to come through on.</p> <p>In addition to this the service are working with MCA (Manchester Communication Academy) School on early intervention and identification of families who are living in poor conditions and maybe at risk of homelessness. A number of young people in temporary accommodation are in north of the city and therefore may access this school pyramid.</p>
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<p><u>Disability (including continuing health conditions)</u></p>	<p>Reduce the use of inaccessible temporary accommodation &amp; B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who have visible or hidden disabilities.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed the number of people requiring adapted properties has increased.</p> <p>Information from Manchester Move shows that people who require adapted properties often wait longer for accommodation that is suitable.</p>	<p>The service works closely with both children and adult social services. Accommodation is provided to suit the needs of the individual/family and bespoke accommodation is sourced.</p> <p>We are also working with Strategic Housing to ensure the Enabling Independence Accommodation Strategy takes into account the accommodation and support needs and requirements of people who are homeless as well as having needs such as autism, learning difficulties, acquired brain injury, mental health concerns and physical needs.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p> <p>Actions to deliver the strategy are being developed and consideration will be given to all characteristics</p>
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<p><u>Race</u></p>	<p>Reduce the use of temporary accommodation &amp; B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of race, ethnicity, or background.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed there has been an increase in the number of presentations from ethnic minority communities.</p> <p>The Making Manchester Fairer Strategy and approach informs what we know about disparities and how systemic racism and discrimination impacts racially minoritised communities in relation to homelessness.</p>	<p>Close working with language line. Providing domestic abuse specialist services such as Saheli.</p> <p>Specific homelessness services/projects for Asylum and Refugees.</p> <p>Commissioned services such as Boaz Trust, GMIAU (GM Immigration Aid Unit) and Rainbow Haven.</p> <p>The Strategy is framed around Making Manchester Fairer and addressing inequalities for all our communities. The Strategy aligns to Making Manchester Fairer in relation to health inequalities.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>

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<p><b>Sex</b></p>	<p>Reduce the use of temporary accommodation &amp; B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of sex.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed that domestic abuse presentations have increased by 13% for those owed a prevention duty and 60% for those owed a relief duty.</p>	<p>Specific homelessness services/projects (commissioned and non-commissioned) such as Womens Direct Access, domestic abuse and IDVA Services, Mash, Mens Room.</p> <p>The Service undertook a Womens Census to understand the behaviours and patterns of women sleeping rough as the number of women sleeping rough is under-represented. This information will feed into the action plan</p> <p>The service is assessing how Sanctuary (target hardening) can be better used as a prevention option.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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<p><u>Sexual Orientation</u></p>	<p>Reduce the use of temporary accommodation &amp; B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of sexual orientation.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed there has been an increase in the number of presentations in this cohort at all homelessness duty stages. The biggest increase has been in people prefer not to say</p>	<p>Specific homelessness services/projects (commissioned and non-commissioned) such as Albert Kennedy, and the LGBTQ+ ABEN Scheme</p> <p>As part of the Strategy Action Plan we need to better understand our data and work with specialised partners to ensure people feel safe and comfortable to share their details if that is one of the current barriers.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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<p><u>Marriage / civil partnership</u></p>	<p>Reduce the use of temporary accommodation &amp; B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of their marital status.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p>A full review of the last Homelessness Strategy period showed that this is an area where our data is poor. This may be due to the way in which the question is asked as whether someone is married, in a civil partnership or cohabiting does not impact on how they would be accommodated.</p>	<p>All services are available to couples who are together regardless of whether they are married or in a civil partnership. The Statutory duty would remain to house them as a family unit.</p> <p>As part of the Strategy Action Plan we need to better understand our data and work with specialised partners to ensure that people feel safe and comfortable to share their details if that is one of the current barriers.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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<p><u>Pregnancy / maternity</u></p>	<p>Reduce the use of temporary accommodation &amp; B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough who are pregnant.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p>	<p>Services are available for expectant mothers/families. The Statutory duty would remain to house them as a family unit in appropriate accommodation with the right specialised support.</p> <p>The service works closely with health services (e.g nurses/ midwives/ health visitors, children and adult services etc).</p> <p>Specialist accommodation for young women who are pregnant is commissioned in the service and will be recommissioned during the life of the strategy</p> <p>As part of the Strategy Action Plan there may be some specific actions that are identified to support women who are pregnant or on maternity.</p> <p>Looking at prevention options such use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are asked to leave is a result of financial pressure whilst retaining their banding on the Housing Register.</p>

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<p><b>Gender Reassignment</b></p>	<p>Reduce the use of temporary accommodation &amp; B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of their gender reassignment.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p> <p><a href="https://endhomelessness.org/wp-content/uploads/2020/07/Trans-Homelessness-Brief-July-2020.pdf">https://endhomelessness.org/wp-content/uploads/2020/07/Trans-Homelessness-Brief-July-2020.pdf</a></p> <p>Data shows the number of people who identify as transgender approaching the service is increasing, although still small.</p> <p>Partnership meetings are being conducted with specialist services such as the LGBT Foundation and the Equality and Diversity team to ensure work is evidence based and informed by the lived experiences of transgender people. The Homelessness directorate is a key representative on the pan</p>	<p>Specific homelessness services/projects (commissioned and non-commissioned) such as Albert Kennedy, and ABEN LGBTQ+ Schemes.</p> <p>The Statutory duty would remain to house people in appropriate accommodation with the right specialised support.</p> <p>Looking at prevention options such as the use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

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		<p>organisation Trans Inclusive Working Group, and it has been an advocate for the implementation of trans inclusive policies.</p>	



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<p><u>Faith / religion / belief</u></p>	<p>Reduce the use of temporary accommodation and B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough regardless of their faith.</p>	<p>Data sets from Homeless presentations across the directorate, occupancy records, support needs.</p>	<p>The Statutory duty would remain to house people in appropriate accommodation with the right specialised support and where accommodation is available we always consider proximity to a place of worship.</p> <p>To ensure services are accessible we are flexible to accommodate days of worship and various forms of contact (face to face / phone / online) are made available.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave is a result of financial pressure whilst retaining their banding on the Housing Register.</p>
<p><u>Additional Characteristics</u></p>			

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<p><u>People living in poverty</u></p>	<p>Reduce the use of temporary accommodation and B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are living in poverty.</p>	<p>A full review of the last Homelessness Strategy period showed that there has been an increase of households presenting as homeless that are in full-time employment.</p> <p>Alignment to the Anti-Poverty Strategy and Homelessness Strategy and membership of the Homeless Partnership with VCSE's and other statutory agencies.</p>	<p>Using the Homelessness Prevention Fund to enable people to continue to live in their homes (where safe and appropriate to do so) e.g. paying off rent arrears as a result of cost of living/increasing energy costs etc whilst retaining their banding on the Housing Register.</p>	

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<p><u>Carers</u></p>	<p>Reduce the use of temporary accommodation and B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are carers.</p>	<p>Alignment to the Enabling Independence Accommodation Strategy</p>	<p>Provide services online, phone and face to face to allow people to access them around their caring duties.</p> <p>Ensure that we are not digitally excluding any of our residents.</p> <p>Accommodate people appropriately taking into account any caring responsibilities they may have that will affect the household unit.</p>

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<p><u>Homeless people</u></p>	<p>Reduce the use of temporary accommodation and B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough.</p>	<p>Alignment to all Corporate Priorities and Strategies and membership of the Homeless Partnership with VCSE's and other statutory agencies.</p> <p>A full review of the last Homelessness Strategy period showed an increase of 30% of presentations being owed a homelessness duty from both people who are homeless, and those who are at risk of homelessness.</p>	<p>The Homeless and Rough Sleeping strategy is aimed at this cohort and improving the service for them. This includes redesigning the service to improve access and developing a range of support and accommodation services to support residents faced with homelessness.</p>

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<p><b>Ex-Armed Forces veterans and families</b></p>	<p>Reduce the use of temporary accommodation and B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness or sleeping rough including those who are ex-armed forces veterans and their families.</p>	<p>Alignment to all Armed Forces Covenant, Housing Allocations Policy and Homelessness Strategy and membership of Homeless partnership with VCSE's and other statutory agencies.</p> <p>A full review of the last Homelessness Strategy period showed that presentations from this cohort have increased by 50% over the period, although actual numbers remain very low.</p>	<p>Veterans have reasonable preference on Allocations Policy.</p> <p>The Statutory duty would remain to house them in appropriate accommodation with the right specialised support.</p> <p>Looking at prevention options such as use of Homelessness Prevention Fund as a financial incentive to keep people in their homes if they are being asked to leave as a result of financial pressure whilst retaining their banding on the Housing Register.</p>	

	<p><u>1. What is the impact of your proposal on this group?</u></p> <p>1) does your proposal remove or minimise disadvantage for each group  2) does it meet needs that are different from other people's  3) does it promote diversity or encourages participation</p>		<p><u>2. What evidence have you used to reach this assessment?</u></p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p><u>3. What actions could be taken to address the impacts?</u></p> <p>1) to what extent does this proposal meet our equality duties  2) should or could this be improved</p>
<p><b>Care-experienced young people and care-leavers</b></p>	<p>Reduce the use of temporary accommodation and B&amp;B placements across all applicants. Ensuring that individual circumstances are considered to enable the right support, advice and accommodation is accessible to them.</p> <p>Improving access to services for individuals who are homeless, at threat of homelessness and have experience of the care system.</p>	<p>A full review of the last Homelessness Strategy period showed that those from Care owed a relief duty had increased over 130% during the last strategy period.</p>	<p>Care leavers who are 18-21 should always be priority need and should not be found intentionally homeless.</p> <p>Through case checks, if a care leaver maybe intentionally homeless all cases will be discussed with service managers / SMT.</p> <p>Services are commissioned for young people and care leavers can access this supported accommodation.</p> <p>Care leavers have reasonable preference on Allocations Policy.</p>	

#### 4. Quality Assurance - Equality, Diversity and Inclusion Team

Send your draft EqIA to the EDI Team inbox - [equalitiesteam@manchester.gov.uk](mailto:equalitiesteam@manchester.gov.uk) using **EqIA Advice – Your Service Name**. in the subject line.

<b>EDI Team: Name</b>	Sharmila Kar	<b>Date reviewed:</b>	24/11/2023
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#### 5. Head of Service Approval

Your completed analysis needs to be signed off by your Head of Service.

<b>Name:</b>	Rob McCartney	<b>Date:</b>	27/11/2023
<b>Job title:</b>	Assistant Director, Homeless Services	<b>Signature:</b>	Signature redacted pfor publictaion purposes

#### Annex 1 – Actions Log

Use this table to list the actions you have identified to mitigate and adverse risks, detailing who will be responsible for completing these and setting clear timescales for delivery. Your actions will be reviewed at 6 months and 12 months to assess progress.

<u>Actions identified in your EqIA</u>	<u>Responsible officer / team for delivery</u>	<u>Timescale for delivery</u>	<u>Comments</u>