

Equalities Impact Assessment: Full Assessment

Before completing this form you should have completed an Equalities Screening Tool and had sign off from your Head of Service and the Fairness and Equality Team.

This Equality Impact Assessment should be completed where the Screening Tool identifies a potentially negative impact on one or more specific groups but it can also be used to highlight positive impacts.

Summary of proposal

Name of proposal	Lift Modernisation Schemes
Reference number (if applicable)	2323 -0101
Service Area	Homes and Neighbourhoods
Date assessment completed	14/07/23

Before completing the EQIA please read the guidance and FAQs. For further help and advice please contact equalities@islington.gov.uk.

1. Please provide a summary of the proposal.

Please provide:

- Context on how the service currently operates (if relevant) and the scope of suggested changes
- The intended beneficiaries and outcomes of the proposal
- Reference to any savings or income generation

Summary

It is Islington Councils intention to modernise the aging existing lift stock so that residents can rely on the lift service without the worry of not being able to access their homes. Each individual project within the scheme will have its own engagement strategy e.g., working with tenant targeted services and its own communication plan as set out in "Guidance Note Supporting residents during lift renewal."

Current Lifts

The objective of Lift Modernisations in Schemes 1, 2, 3, ,4 and 5 are to ensure the compliance of the lifts meet the current standards, increase their availability, reduce maintenance costs and breakdowns and reduce energy consumption.

Many residents are reliant on lifts for both themselves and their visitors to access their properties and the wider community.

We recognise there will be disruption and inconvenience to residents and visitors to the blocks while these works are underway.

We will ensure residents and their representatives are provided with sufficient advanced notice of the works and their impact and will consider the specific needs to residents with vulnerabilities living in the affected blocks.

Failure to keep the lifts in good working order and not being serviceable due to the age and obsolescence of the lifts would result in vulnerable residents being unable to leave or access their homes or the essential services they require so by modernising the lifts we can ensure the reliability of the lifts.

Currently the lifts do not comply with the latest lift regulations, including EN81-70:2021 - Safety rules for the construction and installation of lifts. Particular applications for passenger and goods passenger lift - Accessibility to lifts for persons including persons with disability having been installed over 25 years ago with some approaching 40 years old.

The current lifts are all down collective meaning that if someone wants to go to a floor above then they will have to go down to the ground floor usually floor first this not only an inconvenience but is also a waste of energy.

It should be noted that the proposed lifts to be modernised have contributed to over 2,000 breakdowns over the last 18 months and are major inconvenience to residents when they are not operational.

Proposal

Please provide:

- Context on how the service currently operates (if relevant) and the scope of suggested changes
- The intended beneficiaries and outcomes of the proposal
- Reference to any savings or income generation

The proposal is to modernise 122 lifts in total in 15 different wards across 36 estates in 74 blocks which will affect approximately 3,500 residents over a 5-year programme broken down into 5 separate schemes with an overall estimated budget of £26,000,000.

The time onsite to complete each lift modernisation for a low-rise block will be 6 to 10 weeks, for a mid-rise block 10 to 20 weeks and for a high-rise block 20-35 weeks: this is for 1 lift so if there are 2 lifts in the block the onsite time will be doubled.

Scheme 1 consists of 16 lifts in total 10 high - rise blocks 2 mid – rise blocks and 4 low - rise blocks all of which are traction lifts (lifts that are raised and lowered by ropes attached to an electric motor housed at the top of the lift shaft in machine room) with 6 lifts currently being skip stop with an estimated time on site of May 2025.

Scheme 2 consists of 26 lifts in total 2 high - rise blocks 4 mid – rise blocks and 20 low - rise blocks all of which are traction lifts with an estimated time on site of April 2026.

Scheme 3 consists of 20 lifts in total 4 high - rise blocks 4 mid – rise blocks and 12 low - rise blocks 12 of which are traction lifts and 8 are hydraulic lifts (lifts that are raised and lowered by a hydraulic piston filled with oil with a machine room typically at the ground floor adjacent to the lift shaft) with an estimated time on site of January 2027.

Scheme 4 consists of 26 lifts in total 16 mid – rise blocks and 10 low - rise blocks 19 of which are traction lifts and 7 are hydraulic lifts with 4 lifts currently being skip stop with an estimated time on site of October 2027.

Scheme 5 consists of 34 lifts in total 6 high - rise blocks 5 mid – rise blocks and 21 low - rise blocks 23 of which are traction lifts and 11 are hydraulic lifts with 2 lifts currently being skip stop with an estimated time on site of June 2028.

The works will be compliant with current regulations, which include EN81-70.

Included in the works will be new lift machines, controllers, lift car, 2-hour fire rated landing entrances and a full rewire.

The added inclusion of the lifts stopping at all floors and being duplexed were lifts where previously skip stop lifts.

(Traction lifts use an electric machine and hoisting cables to raise and lower the lift car vertically along guide rails, the hoisting cables are attached to the lift car and the counterweight to balance the load)

Benefits

For lifts going from skip stop to stopping at all floors and being duplexed: This will reduce waiting times for a lift, with both lifts serving all floors and the nearest lift will be assigned to collect the landing call based on its position this will provide the greatest benefits in energy

Please provide:

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saving and inclusivity for all users including those with protected characteristics or from disadvantaged groups.

A move away from a down collective system to a full collective system will allow movement of residents to all floors regardless of direction of travel for a better sense of community when visiting neighbours on other floors.

During routine lift maintenance and should one of the lifts go out of service after the lift renewals, then there will always be the other lift serving all floors for the residents to use.

For blocks with single lifts with the lifts being more reliable residents will not be burdened with the added worry that the lift will be broken down when they leave or return.

The new lifts will be energy efficient and will have a lower energy consumption than the current set-up, this will reduce the energy costs to run the lifts.

The new lifts will be more reliable and accessible to all residents and compliant with EN81-70. The long-term impact will be positive but we also acknowledge temporary negative impacts due to disruptions whilst the works take place.

In addition moving away from hydraulic lifts that have high energy consuming pump motors to an electric traction lift with a much higher energy efficiency machine will also save on long term energy consumption this also has environmental benefits as at present with hydraulic lifts there are many oil leaks that can cause contamination.

The cost of continuing to repair the lifts over the next 5 years is not cost effective or value for money and will end up costing more. Over that same period the lifts could be out of service due to breakdowns for a longer period than the proposed time for the lift renewal.

With the cost of electricity increasing and with the lifts being more energy efficient this will have the added benefit of costing less to run and this saving would be passed on to residents in rents and service charges.

2. What impact will this change have on different groups of people?

Please consider:

- Whether the impact will predominantly be external or internal, or both?
- Who will be impacted – residents, service users, local communities, staff, or others?
- Broadly what will the impact be – reduced access to facilities or disruptions to journeys for example?

Blocks with only 1 Lift.

During the modernisation there will be no lift in operation in the building. Targeted Tenant Services will identify and organise appropriate support for residents on a case-by-case basis and to stay connected with residents in the lead up, and for the duration, of the works as set out in "*Guidance Note Supporting residents during lift renewal*".

This will have the greatest impact on residents in the age, disability and maternity / pregnancy groups, as to access to their accommodation will be via the staircase.

While the lift is out of service with access limited to the floors in the block and the staircase, this will also have an impact on visitors and staff such as caretakers, postal workers and deliveries. For example, grocery deliveries or when a caretaker is cleaning the block.

There will be meetings monthly that will address any issues that have arisen from the lift being out of service.

For blocks with only 1 lift it is estimated that the interruption to service will be 6 to 10 weeks.

Scheme 1: Has no single lift blocks.

Scheme 2: Has 14 single lift blocks which consists of three 2 floor lifts, two 3 floor lifts and nine 5 floor lifts.

Scheme 3: Has 8 single lift blocks which consists of two 3 floor lifts, three 4 floor lifts and three 5 floor lifts.

Scheme 4: Has 7 single lift blocks which consists of six 4 floor lifts and one 5 floor lift.

Scheme 5 Has 10 single lift blocks which consist of one 3 floor lift, two 4 floor lift, four 5 floor lifts, two 6 floor lifts and 1 8 floor lift.

This represents 32 % of the lifts being modernised.

Blocks with 2 or more Lifts.

One lift will be left in service while works are undertaken.

There are 14 skip stop lifts across the 5 schemes which is 11 % of the lifts to be modernised for residents living on a floor without the lift stopping will need to walk up or down one flight of stairs once the first lift is completed there will not be any access issues as the new lift will then serve all floors.

There are 69 blocks that have 2 lifts that serve all floors across the 5 schemes which is 57 % of the lifts to be modernised residents will be able to use the second lift not being modernised as usual.

The successful lift contractors will take over the servicing of the second lift and will be ready to act should the second lift breakdown. The engineers on site will attend the breakdown to fix the lift, if the breakdown is out of hours the call out engineer will attend within 1 hour as per the contract response times.

This will have the greatest impact on residents in the age, disability, and maternity / pregnancy groups the most, as to access the lift they may need to navigate one flight of stairs for skip stop lifts.

There will also be impact on caretakers, postal workers, and deliveries.

During the works, there will be no impact to the fire safety and evacuation plan of the blocks. Parking or road access will also not be affected during the works, in particular disabled parking.

3. What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

This section of the assessment looks in detail at the likely impacts of the proposed changes on different sections of our diverse community.

3A. What data have you used to assess impacts?

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

Resident Profile:

The groups within Islington which are going to be impacted by the Lift Modernisation are primarily Council tenants, Council leaseholders and visitors.

Below are the known diversity profiles for Islington council tenants and leaseholders.

DATA PRESENTED BELOW EXCLUDES UNKNOWN OR MISSING DATA FOR COUNCIL TENANT & LEASEHOLD HOUSEHOLDS		Tenants	Leaseholders
		Gender	
	Female	58.70%	52.30%
	Male	40.30%	47.70%
	Transgender	0.10%	0%
Age	Under 20	0.30%	0.10%
	20 - 29	10.50%	4.30%
	30 - 39	16.00%	21.20%
	40 - 49	22.20%	27.90%
	50 - 59	20.50%	23.40%
	60-69	13.40%	12.60%
	70 and over	17.20%	10.50%
Disability	Blind/Visually Impaired	2.10%	1.00%
	Deaf/Hearing Impaired	2.10%	1.50%
	Learning Difficulty	2.10%	0.30%
	Mental Illness	11.40%	1.30%
	Mobility Difficulty	5.10%	1.40%

	No Disability	57.70%	81.70%
	Other Disability	13.80%	9.20%
	Physical Difficulty	5.30%	3.30%
	Wheelchair User	0.50%	0.20%
Sexual orientation	LGBT	3.60%	6.70%
	Heterosexual	96.40%	93.30%
Race	Black, Asian and Minority	42.40%	35.80%
	White	57.50%	64.20%
Religion or belief	Buddhist	1.10%	1.60%
	Christian	58.80%	55.70%
	Hindu	0.50%	2.40%
	Humanist	0.40%	0.80%
	Jewish	0.30%	1.40%
	Muslim	16.90%	7.60%
	No Religion	19.60%	28.50%
	Other Religion	1.80%	1.30%
	Rastafarian	0.40%	0.10%
	Sikh	0.20%	0.50%

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

It should be noted once signed off a tracker will be put together of the residents with specific needs with the help of Targeted Tenant Services.

At this point we will have access to the tenants' details and any vulnerability that they have or that they have chosen to inform the Council about, to further understand the service users affected and assess any impacts.

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

Each resident will be informed of what works will be carried out and how this will be done and when by letter informing the resident of the lift modernisation and the expected start date and consultation will be held with the Tenant Management Organisations or Tenant & Resident Associations that represent the estate. At this point it will be for the resident to inform us of any issues that they might want to share with us, if they share any issue that requires additional support, we will at that point make the necessary arrangements considering their individual requirements.

There will be meetings monthly, any issues that have arisen from the lift being out of service that have not been mitigated against will be discussed and if any action is necessary these will be implemented.

Information will also be collected from current projects including feedback from residents – on how they have been affected when lifts have been modernised especially when there is only one lift in the block on other projects in Islington or elsewhere in neighbouring boroughs.

The table below shows residents with children under 2, residents over 64 and residents with impairments in all Schemes taken from data held currently by Targeted Tenant Services:

ALL SCHEMES	Under 2	Over 64	Blind / Visually Impaired	Mobility	Physical	Wheelchair User
SCHEME 1	17	93	3	8	14	0
SCHEME 2	19	100	7	7	18	0
SCHEME 3	11	121	4	4	14	0
SCHEME 4	12	111	6	11	13	0
SCHEME 5	21	212	9	9	37	2
TOTAL	80	637	29	39	96	2

The table below shows residents with children under 2, residents over 64 and residents with impairments in blocks with single lifts taken from data held currently by Targeted Tenant Services:

SINGLE LIFT BLOCKS	Under 2	Over 64	Blind / Visually Impaired	Mobility	Physical	Wheelchair User
SCHEME 2	15	56	5	5	13	0
SCHEME 3	4	30	1	2	6	0
SCHEME 4	3	46	3	3	7	0
SCHEME 5	6	60	1	1	6	1

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

3B: Assess the impacts on people with protected characteristics and from disadvantaged groups in the table below.

Please first select whether the potential impact is positive, neutral, or negative and then provide details of the impacts and any mitigations or positive actions you will put in place.

Please use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Age	Positive and Negative	<p>There will be a short-term negative impact on older people due to the lack of accessibility to their dwellings, people with limited mobility will face greater disruption while the lift is out of service.</p> <p>Due to the increasing breakdowns the general consensus from older residents is that they worry about leaving their property in case the lift isn't working on their return. In the long term a positive impact, as the lifts will be more reliable with less interruption to service so that residents are able to rely on the lift service without the added worry of not being able to access their homes should they go out.</p>	<p>A more reliable lift that complies with EN81-70, this standard specifies the minimum requirements for the safe and independent access and use of lifts by a wide range of persons, including persons with disabilities and includes better lighting, voice annunciation and an emergency communication system if the resident were to get stuck in the lift.</p> <p>Temporary rest locations with chairs will be provided for residents to use on intermediate floors.</p> <p>A Resident Liaison Officer will be available on each project activities between 9am-4pm, Monday to Friday to assist any residents up or down stairs or carrying shopping etc.</p> <p><i>See Guidance Note : Supporting residents during lift renewal in section 5</i></p>

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Disability (include carers)	Positive and Negative	<p>There will be short-term negative impact on residents with disabilities for example noise during the lift modernisation may affect people with sensory impairments, dust may affect people with breathing difficulties and wheelchair users and those with limited mobility will have reduced access to their dwellings while the lift is out of service.</p> <p>However, in the long term, a positive impact as there will be a more reliable lift that will be in service more regularly and that is compliant with EN81-70, this standard specifies the minimum requirements for the safe and independent access and use of lifts by a wide range of persons, including persons with disabilities.</p>	<p>The current lifts are approaching 30 years old and do not comply with EN81-70, by doing nothing this will have a long-term negative impact on residents, including those with disabilities.</p> <p>Dust and noise from the lift modernisation will be mitigated by working from behind a steel fully enclosed hoarding that is lined with an acoustic barrier.</p> <p>Wet cutting used to reduce vibration from equipment when cutting so that the airborne dust turns in to slurry to reduce the risk of respiratory dust exposure, dust extraction system used on power tools within the lift shaft to reduce dust.</p> <p>These negative impacts will only be mitigated by modernising the lifts and making them fully compliant.</p> <p>In exceptional circumstances this may entail a temporary relocation whilst the lift modernisation is carried out.</p>

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
			<p>Parking or road access will not be affected during the works in particularly disabled parking.</p> <p>Targeted tenant services will contact residents about accessibility issues.</p> <p>A Resident Liaison Officer will be available on each project activities between 9am-4pm, Monday to Friday to assist any residents up or down stairs or carrying shopping etc.</p> <p><i>See Guidance Note : Supporting residents during lift renewal in section 5</i></p>
Race or ethnicity	Neutral		

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Religion or belief (include no faith)	Neutral	The lift modernisations will be limited to communal areas meaning no disruptions within people's homes affecting prayer times for example.	
Gender and gender reassignment (male, female, or non-binary)	Neutral		

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Maternity or pregnancy	Positive and Negative	There will be short-term negative impact on residents that are pregnant or have small children whilst the works are ongoing, for example due to limited mobility and reduced access to their dwellings but in the long term a positive impact as the lifts will be more reliable.	<p>The current lifts are approaching 30 years old and regularly breakdown, by doing nothing this will have a long-term negative impact on all residents.</p> <p>Temporary rest locations with chairs will be provided for residents to use on intermediate floors.</p> <p>A Resident Liaison Officer will be available on each project activities between 9am-4pm, Monday to Friday to assist any residents up or down stairs or carrying shopping or helping with pushchairs etc.</p> <p><i>See Guidance Note : Supporting residents during lift renewal in section 5</i></p>
Sex and sexual orientation	Neutral		

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Marriage or civil partnership	Neutral		
Other Age (e.g. elderly) (e.g. people living in poverty, looked after children, people who are homeless or refugees)	Neutral		

4. How do you plan to mitigate negative impacts?

Please provide:

- An outline of actions and the expected outcomes
- Any governance and funding which will support these actions if relevant

The mitigation of negative impacts is an evolving process, lessons learned from previous and current projects with feedback from residents and stakeholders will feed it this and future EQIA's on how we manage and adapt our processes to mitigate potential negative impacts.

The works will mean that lifts are temporarily out of service, this may be of inconvenience to some residents, for example the older people, disabled people, or residents with young children. However, prior to works, consultation with residents and housing management at least six months before the project starts will be undertaken and alternative arrangements for vulnerable residents will be considered on a case by case basis.

In exceptional circumstances this may entail a temporary re-location whilst the lift service is interrupted.

In all cases, the possibility of the resident receiving support from friends and relatives to remain in their home will be explored, in the first instance.

In practice, very few have been relocated or rehoused in the previous lift modernisation programmes. Due the residents complex needs, potentially requiring wet rooms, level access and other adaptations, many decide to stay put with help from family council support services and the voluntary sector.

Any relocation will temporary be while the lift service is interrupted, if there is an empty properties available locally that is suitable for the residents will complex needs this will be used for the re-location where required, any compensation will be in line with council's compensation guidance and support in line with the "Guidance Note Supporting residents during lift renewal" which is copied below in section 5.

This project therefore has both positive and negative impacts, with the positive impacts in the long-term and the short-term negative impacts through disruption.

In blocks with only 1 lift (39 blocks) there will be accessibility issues for the duration of the project the approved "*Guidance Note Supporting residents during lift renewal*" will be followed to mitigate these issues.

In blocks with skip stop lifts (14 blocks), there are 2 lifts (69 blocks) in each block. One lift serves odd floors and the other lift even floors, only one lift will be out of service in each block at a time during the modernisation.

Please provide:

- An outline of actions and the expected outcomes
- Any governance and funding which will support these actions if relevant

Temporary rest locations with chairs will be provided for residents to use on intermediate floors so that when the lift is out of service due to the lift modernisation, residents can rest while accessing and egressing the blocks when using the stairs.

On completion of the first lift, the new lift will then serve all floors and will be in full compliance of EN81-70, so there will be no accessibility issues on the second phase of the lift project.

In blocks with 2 lifts that serve all floors with there will be no accessibility issues as access will be available using the lifts still in operation.

The successful contractor will take over the servicing of the second lift and will be available during the day if the second lift was to breakdown the engineers on site will attend the breakdown to fix the lift if out of hours the call out engineer will attend with in 1 Hour to fix the lift.

With the aid of Targeted Tenant Services residents with accessibility needs will be consulted and the lift with the least negative impact will be started first.

The successful lift contractor is to employ their own Resident Liaison Officer who will be able to communicate with residents following the Council's policy and procedures. The RLO will be recruited through the iWork team they will be a local Islington resident for the purpose of social value and will be available between 9am and 4pm mainly to assist residents with navigating the stairs with shopping or pram's etc whilst the lift service is interrupted.

Caretakers and Concierges will play a role engagement and in terms of mitigation and potential support as well as offering essential information of the estates day to day activities being part of steering group, helping out of hours and additional caretaking or concierge cover maybe proposed.

Deemed noisy works will take place between 10:00 and 16:00 with 1 hour for lunch as per the terms and conditions of the contract specification.

Where additional entrances are required noise will be created whilst the lift entrances are being formed this will cause disruption to residents, this will be communicated to the residents and the time noisy works can take place may be altered to mitigate this disruption.

Dust will be kept to a minimum and controlled on site as each lift entrance will have a hoarding around them to stop the transfer of dust into communal areas.

If any impacts that have not been identified during this assessment and come to light during resident meeting and feedback the EQIA will be amended to include these changes and how we intended to mitigate the impact and reviewed by the Fairness and Equality Team.

Please provide:

- An outline of actions and the expected outcomes
- Any governance and funding which will support these actions if relevant

5. Please provide details of your consultation and/or engagement plans.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

Firstly all communications will be translated into the most common languages for the residents living within Islington rather than waiting for a translation to be requested.

Once procurement of works progress residents, members, stakeholders and staff will be updated on the proposed works and the proposed pre-start and throughout the duration of the project via letter drops.

A monthly newsletter will also be provided once works begin on site to ensure residents are kept updated on progress and with the opportunity to set up resident steering group to ensure there is direct engagement with residents and members throughout the works.

Where residents may need information in other languages or formats, other than the common languages all communications will be sent out in then further information from Targeted Tenant Services will be sought so that we can find the best ways of providing those groups or individuals with the information.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

All newsletters will go through Islington's communications team.

If there is a requirement for all direct communications to be translated in to residents language then this will be translated using Big Word.

Information will be collected and processed on which languages are the most common for Islington residents these translations will be provided to all residents in all the most common languages.

Project progress information will be displayed on the LCD Screens located on the ground



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floor lobby of each block. These will be updated with information about the ongoing lifts works.

At the initial consultation with Tenant Management Organisations or Tenant & Resident Associations will be invited and encouraged to join the Residents steering group, this will voluntary.

Using the residents steering group vulnerable resident's needs will be identified assessed, and residents will be supported as so far is reasonably practicable.

It is also proposed to maximise engagement through other communication opportunities and projects for example to engage with estate champions who already have relationships with people on estates, to engage with local voluntary and community organisations who may already work with older people, disabled people and pregnant people to help support information and engagement, and also attend local coffee mornings in community centres on estates that will be affected by the lift modernisations.

All residents, members and council staff are to be kept informed on project timelines and the impact to residents caused by the works which will include dust and noise.

All works to be carried out in compliance with Construction Design Management Regulations.

See below for the Guidance Note : Supporting residents during lift renewal.

Guidance Note : Supporting residents during lift renewal

This procedure affects:

<i>Tenants</i>	<i>X</i>	<i>Leaseholders</i>	<i>X</i>	<i>Other:</i>
<i>TMO Tenants</i>	<i>X</i>	<i>TMO Leaseholders</i>	<i>X</i>	
<i>PFI1 Tenants</i>		<i>PFI2 Leaseholders</i>		



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For a more equal future

	PFI2 Tenants		PFI2 Leaseholders		
<i>Related policies/procedures:</i>	<i>Major works transfers policy & procedure; Compensation policy; Allocations policy; Lift renewal support form</i>				
<i>Department:</i>	<i>Service Development</i>				
<i>Approved by:</i>	<i>Christine Short/Jon Farrant</i>				
<i>Date Approved:</i>	<i>February 2014</i>				
1.0	Introduction				
1.1	<i>This document outlines how vulnerable residents are identified and supported during the single lift lift renewal programme.</i>				
1.2	<i>The principles outlined in the document should be used to identify and support vulnerable residents during all works with the potential for negative impact.</i>				
2.0	Responsibilities				
2.1	<i>Consultation Team to provide initial notification of works and ongoing information to all parties for the duration of the works including:</i>				
	<ul style="list-style-type: none"> • <i>Area Housing Office (Tenancy Management Team Leader)</i> • <i>Tenant Management Organisations / Tenant & Resident Associations</i> • <i>Social Services</i> • <i>Home Ownership Unit (HOU)</i> • <i>Transfers Team.</i> 				
2.2	<i>Tenancy Management to identify and organise appropriate support for residents on a case by case basis and to keep in touch with residents in the lead up, and for the duration, of the works.</i>				
2.3	<i>Tenancy Management to liaise with social services, HOU and Transfers Team to provide support for vulnerable residents.</i>				
3.0	Support options available to vulnerable residents				
3.1	<i>In all cases, the possibility of the resident receiving support from friends and relatives to remain in their home should be explored, in the first instance.</i>				
3.2	<i>Where helpful, adaptations to staircases such as handrails/making chairs available on landings can be installed at the discretion of the Contract Administrator.</i>				
3.3	<i>Further support options to be recommended by the Tenancy Management Team Leader/Area Housing Manager include:</i>				
	<ul style="list-style-type: none"> • <i>temporary or permanent transfer</i> • <i>referrals for Housing Support</i> 				
3.4	<i>If additional caretaking or concierge cover is proposed then this should be presented by the Area Housing Manager for consideration by the Director of Operations/Director of Property Services.</i>				
4.0	Prioritising support need of vulnerable residents				
4.1	<i>Further support for the duration of lift works will be considered for priority groups of tenants, leaseholders and members of the household who live above the ground floor and who are:</i>				
	<ul style="list-style-type: none"> • <i>Over 70 with mobility problems;</i> • <i>Are a wheelchair user/have a physical disability which means that they cannot use the stairs;</i> • <i>Have a long-term illness(diabetes, HIV, cancer) which affects their mobility or for which they require hospital attendance.</i> 				
4.2	<i>On a case by case basis, and depending on exceptional personal circumstances, the Area Housing Manager can consider whether support can be offered to residents outside the priority</i>				

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

groups e.g. residents with young children, residents with acute problems such as a broken leg or pregnancy.

5.0 Timeframe and actions for identifying vulnerable residents

5.1 *Please see Appendix 1 for timeframes and responsibilities of each team.*

5.2 *Consultation Team to provide initial notification of works to all residents, the Area Housing Office, Home Ownership Unit and relevant Tenant Management Organisations / Tenant & Resident Associations.*

5.3 *Consultation Team to provide Tenancy Management with block profiles on a scheme by scheme basis to include information about the number/size of properties and layout of communal areas to help anticipate numbers of residents who might require additional support.*

5.4 *Tenancy Management to attend initial public meetings with Consultation Officers.*

5.5 *Tenancy Management to send Letter 1 and Form A to all residents, bearing in mind whether translation/large print correspondence is necessary.*

5.6 *Tenancy Management to collate returned forms and use iWorld to identify residents with known vulnerabilities who have not responded to Letter 1. Tenants who have not responded should then be visited at home.*

5.7 *Tenancy Management to collate details of residents' needs on a scheme by scheme basis and arrange and attend meeting with Area Housing Manager/Tenancy Management Team Leader, Transfers Manager, Consultation Officer, the relevant Integrated Community Services Manager, and the Contract Administrator to assess individual cases on a scheme by scheme basis. If vulnerable resident is a leaseholder then the Home Ownership Manager should also be invited to the meeting.*

5.8 *Once support arrangements are approved, notional costs to be provided by the Area Housing Manager to the Director of Operations/Property Services as appropriate.*

5.9 *Tenancy Management to notify decisions to the resident in writing and remain in contact during the period to start of the contract to ascertain whether support needs have changed.*

5.10 *Consultation Team to keep all parties(see 2.1) updated with progress throughout duration of the works on a scheme by scheme basis.*

6.0 Transfers

6.1 *If a transfer is required use Major Works Transfer form to refer to Transfer Team. Transfer team to make direct offer.*

6.2 *Major works disturbance allowances are payable – see 7.2*

7.0 Compensation

7.1 *Compensation is payable for the duration of lift works to all residents living above the ground floor at £1.20 per day.*

7.2 *Major works disturbance payments are payable:*

- *For temporary transfers - moving out of and back into the property*

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

- *For permanent transfers – moving out of the property*

7.3 *Ex-gratia payments may be considered on a case by case basis by the Area Housing Manager.*

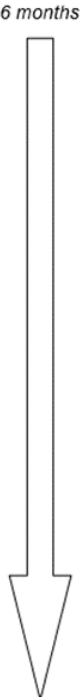
7.4 *For further information please see Compensation Policy.*

8.0 iWorld

8.1 *All information received should be added to iWorld and/or saved on the tenancy file in information@work.*

8.2 *Completed Form As should be scanned to the tenancy file*

Appendix 1: Identifying vulnerable residents – timeframe and actions



<i>Identifying support needs, investigating existing support, quantifying cost of additional support</i>		<i>Arranging support and adaptations</i>		<i>Keeping housing operations and residents informed</i>	
Consultation Team	Tenancy Management	Tenancy Management / Transfers / Social Services	Contract Administrator	Consultation Team	Tenancy Management
Notify AHM					
Notify TRA/TMO as appropriate	Review iWorld and explore support already in place/ contact partner agencies, social services & transfers team				
Create block profiles to inform tenancy team	Send Form A to all residents				
Timetable public meeting	Attend first public meeting to identify any further residents in need of support.				
Attend public meetings/provide feedback and information on residents in need to TM	Arrange meeting to discuss and approve support arrangements on a case by case basis and to provide cost estimates to Directors	AHM approves support arrangements	Arrange adaptations if appropriate.		
		TM remain in contact with residents up to start of works to continue to assess residents' needs.		On-going updates to TM/transfers/social services/HOU and TMO/TRAs	On-going updates to residents until works finish.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)



Below is an example of the lift programme support form:

LIFT PROGRAMME SUPPORT FORM

The information you provide on this form will be treated confidentially and only used to assess your support needs during the lift renewal programme.

Resident(s) Name	Address

Do you or a member of your household suffer a medical condition, impairment or disability which will affect your ability to manage without a lift?

Yes No

Please provide details.....

.....

.....

.....

.....

Do you or a member of your household need to attend regular hospital appointments?

Yes No

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

Please provide details.....

.....

.....

.....

Are there young children in your household?

Yes No

Please provide details.....

.....

.....

Do you have a social worker/care package?

Yes No

Please provide details.....

.....

.....

.....

Please provide details of any further support available to you.....

.....

.....

.....

Consent:

I consent to the tenancy management team contacting other council services in relation to my support needs.

Signed(tenant)

Signed(on behalf of tenant) Relationship to tenant.....

Dated.....

For office use:

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

Date form received.....

iWorld updated.....

Recommendations:

Signed(AHM).....

Dated.....

6. Once the proposal has been implemented, how will impacts be monitored and reviewed?

Please provide details in the table below.

Action	Responsible team or officer	Deadline
Identify and organise appropriate support <i>"Guidance Note Supporting residents during lift renewal"</i> <i>Identify and support vulnerable residents during lift modernisation for potential for negative impacts.</i>	Targeted Tenant Services	6 months prior to start date
Relocation / Rehousing residents if needed <i>"Guidance Note Supporting residents during lift renewal"</i> <i>implemented to support relocation where required.</i>	Transfer team	6 months prior to start date
Helping residents with shopping etc <i>"Resident Liaison Officers will be available to help residents with shopping and other activities from</i>	Resident Liaison Officer	During project

Action	Responsible team or officer	Deadline
<i>9am-4pm, Monday to Friday during the lift modernisation."</i>		
Regular communication with affected residents <i>"Regular communication will go out to residents which will include notices using the electronic notice boards, and monthly newsletters that will include a progress report from the lift contractor also face to face meetings will be held if necessary with an appointed representative"</i>	Estate Champions / Project Liaison Officer / Resident Steering Group / Project Manager / Area Housing Manager	During project

Please send the completed EQIA to equalities@islington.gov.uk for quality checking by the Fairness and Equality Team. All Equality Impact Assessments must be attached with any report to a decision-making board and should be made publicly available on request.

This Equality Impact Assessment has been completed in accordance with the guidance and using appropriate evidence.

Member	Name	Signed	Date
Staff member completing this form	Crisjen Parkes	<i>Crisjen Parkes</i>	14/07/23
Fairness and Equality Team	Sydney Alexander	<i>Sydney Alexander</i>	14/09/23
Director or Head of Service	Stephen Platt	<i>St Platt</i>	18/09/23