

# Resident Impact Assessment

## Refurbishment of Passenger Lifts.

### Service Area: Capital Lift Works 2017/18 - YHH1583 Lifts 17/18 North. 7 Passenger lifts.

2 lifts within Hind House N7 7NA, 2 lifts within Margery Fry Court N7 0DR, 2 lifts within Sussex Close N19 4LL and a single lift within Blackstock House N5 1ET

#### 1. What are the intended outcomes of this policy, function etc.?

Improve reliability and service of lifts. The existing lifts are at the end of their expected life.

#### 2. Resident Profile

Who is going to be impacted by this change i.e. residents/service users/tenants?

The table below indicated the borough wide statistics for our housing residents. As our AHO have requested six-months notice, prior to the start of site works, to allow them to contact any vulnerable residents, further consideration will be required, as the project progresses.

(See 3, Equality Impacts - Housing and Access Requirements, and section 5 below)

DATA PRESENTED BELOW EXCLUDES UNKNOWN OR MISSING DATA FOR COUNCIL TENANT & LEASEHOLD HOUSEHOLDS		Tenants	Leaseholders
<b>Gender</b>	<b>Female</b>	<b>58.70%</b>	<b>52.30%</b>
	<b>Male</b>	<b>40.30%</b>	<b>47.70%</b>
	<b>Transgender</b>	<b>0.10%</b>	<b>0%</b>
<b>Age</b>	<b>Under 20</b>	<b>0.30%</b>	<b>0.10%</b>
	<b>20 - 29</b>	<b>10.50%</b>	<b>4.30%</b>
	<b>30 - 39</b>	<b>16.00%</b>	<b>21.20%</b>
	<b>40 - 49</b>	<b>22.20%</b>	<b>27.90%</b>
	<b>50 - 59</b>	<b>20.50%</b>	<b>23.40%</b>
	<b>60-69</b>	<b>13.40%</b>	<b>12.60%</b>

	<b>70 and over</b>	<b>17.20%</b>	<b>10.50%</b>
<b>Disability</b>	<b>Blind/Visually Impaired</b>	<b>2.10%</b>	<b>1.00%</b>
	<b>Deaf/Hearing Impaired</b>	<b>2.10%</b>	<b>1.50%</b>
	<b>Learning Difficulty</b>	<b>2.10%</b>	<b>0.30%</b>
	<b>Mental Illness</b>	<b>11.40%</b>	<b>1.30%</b>
	<b>Mobility Difficulty</b>	<b>5.10%</b>	<b>1.40%</b>
	<b>No Disability</b>	<b>57.70%</b>	<b>81.70%</b>
	<b>Other Disability</b>	<b>13.80%</b>	<b>9.20%</b>
	<b>Physical Difficulty</b>	<b>5.30%</b>	<b>3.30%</b>
	<b>Wheelchair User</b>	<b>0.50%</b>	<b>0.20%</b>
<b>Sexual orientation</b>	<b>LGBT</b>	<b>3.60%</b>	<b>6.70%</b>
	<b>Heterosexual</b>	<b>96.40%</b>	<b>93.30%</b>
<b>Race</b>	<b>BME</b>	<b>42.40%</b>	<b>35.80%</b>
	<b>White</b>	<b>57.50%</b>	<b>64.20%</b>
<b>Religion or belief</b>	<b>Buddhist</b>	<b>1.10%</b>	<b>1.60%</b>
	<b>Christian</b>	<b>58.80%</b>	<b>55.70%</b>
	<b>Hindu</b>	<b>0.50%</b>	<b>2.40%</b>
	<b>Humanist</b>	<b>0.40%</b>	<b>0.80%</b>
	<b>Jewish</b>	<b>0.30%</b>	<b>1.40%</b>
	<b>Muslim</b>	<b>16.90%</b>	<b>7.60%</b>
	<b>No Religion</b>	<b>19.60%</b>	<b>28.50%</b>
	<b>Other Religion</b>	<b>1.80%</b>	<b>1.30%</b>
	<b>Rastafarian</b>	<b>0.40%</b>	<b>0.10%</b>
	<b>Sikh</b>	<b>0.20%</b>	<b>0.50%</b>

### 3. Equality Impacts

With reference to the guidance, please describe what the equality impacts are for residents and what are the opportunities to challenge prejudice or promote understanding?

**Lift Improvements:** - The new lifts shall comply, where possible in an existing building, with the Equality Act. I.e. buttons will be installed so as to be within easy reach for all users. The position of the lift will be indicated both visually and audibly. Doors will be fitted with non-contact safety reopening device. Brighter lighting will be installed. Improved safety features in compliance with the latest safety standards will be incorporated. Such as two-way operational safety gear, efficient drive unit to fine control the lift speed and it's stopping, ensuring accurate floor levelling. The size of the refurbished lift cars may be limited, due to the size of the existing lift shaft. Therefore, should the existing lift car not be able to accept wheelchairs, then the refurbished lift cars may also not be able to accept wheelchairs.

---

**Housing and Access Requirements:** - These lift refurbishment proposals will have some impact on our residents, regarding access to/from their dwellings, during the site works period. Blackstock House has a single lift, serving all floor levels, whilst Hind House has two lifts, but each individual lift only serving the odd or the even floors. Residents within these two blocks can expect some varying degree of access problems during the works.

The remaining two blocks have two lifts, which each serve each floor, linked by communal balconies. Access disruption for these two blocks, is expected to be minimal.

We recognise that anyone with impaired mobility (age related conditions, wheelchair users, young families, expectant mothers, etc.) will be significantly affected by these works whilst in progress. At Blackstock House there are 5 storeys that the single lift serves, and residents in the above categories will struggle to come and go from their flats. We anticipate that the lift will be out of action for 9 to 10 weeks. Hind House will require the residents to use the stairs for one storey only, up or down to the nearest available functioning lift, so this will affect wheelchair users, as a minimum. The other blocks will have a second, functioning lift that serves all relevant floors.

Please see No 5 below.

---

## 4. Safeguarding and Human Rights Impacts

---

### a) Safeguarding risks and Human Rights breaches

There are no increases or breaches expected, during these works.

If potential safeguarding and human rights risks are identified then **please contact the Strategy, Communications and Engagement team to discuss further:**  
[equalities@islington.gov.uk](mailto:equalities@islington.gov.uk)

---

## 5. Action

To ensure that any dwelling access disruption can be managed during this project, the Capital Works Team contact the relevant Area Housing Office (AHO) at least six months prior to the expected date of site works commencing. This process would be in addition to any Section 20 notification requirements. Our Housing teams manage this process, who possess the relevant information and resident's records, in order to identify any vulnerable tenants, and subsequently communicate with these residents, to offer them the required assistance, up to and including the offer of de-canting to temporary accommodation during the works period. The project manager (PM) and the AHO team hold regular monitoring meetings, during this whole process.

Our experience indicates that most residents prefer to remain at home during the disruption, and where this is the case, resident liaison officers will be utilised, and may assist with things such as carrying shopping, etc. up the stairs during times when the lifts are not working. All residents are informed of the anticipated site start and finish dates, and this may assist with the arrangement of any deliveries of large items, such as furniture, etc.

There is also a compensation scheme available to all residents affected by these works.

Please send the completed RIA to [equalites@islington.gov.uk](mailto:equalites@islington.gov.uk) and also make it publicly available online along with the relevant policy or service change.

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

**Staff member completing this form:**

Signed: *Bob West*

Date: 16/11/2018

**Head of Service or higher:**

Signed: *[Signature]*

Date: 14/12/2018

Action	Responsible person or team	Deadline
N/A	N/A	N/A
Action	Responsible person or team	Deadline
N/A	N/A	N/A