

# 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 Renewals at Harvist Estate and St Luke's Estate
Reference number (if applicable)	2122-0322 Procurement reference number
Service Area	Homes and Neighbourhoods
Date assessment completed	25/07/2022

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

## **Current Lifts**

The works at both estates are required as part of the lift replacement cycle as the lifts are over 30 years old. Due to the age of the lifts, the breakdowns have increased and parts have become obsolete making it harder to repair the current lifts.

The lifts do not currently comply with the latest lift regulations, nor do they comply with The Equality Act 2010.

## **Harvist Estate**

The Harvist estate consists of 4 high-rise tower blocks, the blocks are 19 storeys high with 2 lifts in each block:

- Talbot House has 2 lifts serving G-17 Odd floors and G-18 Even floors.
- Citizen House has 2 lifts serving G-17 Odd floors and G-18 Even floors.
- Hind House has 2 lifts serving G-17 Odd floors and G-18 Even floors.
- Lillingston House has 2 lifts serving G-17 Odd floors and G-18 Even floors.
- Approximately 432 residents will be affected by the lift improvement.
- The project is expected to take approximately 45 months to complete.

## **St Luke's Estate**

St Luke's Estate consists of 4 blocks, 3 of these are mid-rise and 1 is a high-rise. All four blocks contain 2 lifts under duplex control:

- Godfrey House has 2 lifts, both lifts serve 11 floors G-19 (odd floors only).
- Bath Court has 2 lifts, both lifts serve 8 floors G – 8 (G,1,2,4,6,8).
- Paterson Court has 2 lifts, both lifts serve 8 floors G – 8 (G,1,2,4,6,8).
- Newland Court has 2 lifts, both lifts serve 8 floors G – 8 (G,2,4,6,8).

Please provide:

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- Approximately 369 residents will be affected by the lift improvement.
- The project is expected to take approximately 30 months to complete.

Resident complaints have increased, and there have been enquires as to when the lifts will be replaced so that they are more reliable and accessible for all residents.

The objective of replacing the lifts is to keep the breakdowns to a minimum and increase the service life of the lifts so that the residents aren't adversely affected when the lifts are out of service for prolonged periods of time due to parts being obsolete and difficult to sourcing.

## **Proposal**

### **Harvist Estate**

- Renew and modernise the 8 lifts on the Harvist estate.
- The works will be compliant with current regulations, which includes The Equality Act 2010.
- Included in the works will be new lift machine, controller, lift car, landing entrances and a full rewire.
- The added inclusion of the lifts stopping at all floors and being duplexed, subject to structural report.
- The current 2 lifts stop at odd and even floors.

Cost will be approximately £3,080,000.

### **St Luke's Estate**

- Renew and modernise the 8 lifts on the St Luke's estate.
- The works will be compliant with current regulations, which includes The Equality Act 2010.
- Included in the works will be new lift machine, controller, lift car, landing entrances and a full rewire.
- Cost will be approximately £1,700,000.

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

## **Benefits**

### **Harvist Estate**

- Lifts stopping at all floors and being duplexed. This will reduce waiting times for a lift, as both lifts will serve all floors and the nearest lift will be assigned to collect the landing call based on its position.
- If one of the lifts was to go out of service after the lift renewals, then there will always be the other lift serving all floors for the resident to use.
- The new lifts will be energy efficient and will have a lower energy consumption than the lifts that are currently in service, this will reduce the cost to run the lift.
- The new lifts will be more reliable and accessible to all and compliant with The Equality Act 2010 (as per the Lift Regulations). The long-term positive impact will outweigh the temporary negative impact whilst the works take place.

The cost of continuing to repair the lifts over the next 5 years will end up costing more. Over that same period the lift could also be out of service due to breakdowns for a longer period of time than the proposed time for the lift renewal.

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

### **St Luke's Estate**

- The new lifts will be energy efficient and will have a lower energy consumption than the lifts that are currently in service, this will reduce the cost to run the lift.
- The new lifts will be more reliable and accessible to all and compliant with The Equality Act 2010 (as per the Lift Regulations). The long-term positive impact will outweigh the temporary negative impact whilst the works take place.

The cost of continuing to repair the lifts over the next 5 years will end up costing more. Over that same period the lift could also be out of service due to breakdowns for a longer period of time than the proposed time for the lift renewal.

## 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?

### **Harvist Estate**

- One lift will be left in service while works are undertaken, for residents living on a floor without the lift stopping will need to walk up or down one flight of stairs
- After the first lift is completed there will not be any access issues as the new lift will now serve all floors.
- The winning contractor will take over the servicing of the second lift and will be on standby during the day if the second lift was to 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 to fix the lift.
- 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.
- There will be meetings on a monthly basis that will address any issues that have arisen from the lift being out of service.

- There will also be a dedicated project liaison officer to aid residents, they will engage with the Tenants Management Association and keep them updated throughout the project at meetings.

### **St Lukes Estate**

- There will be a low negative impact to residents whilst the work takes place as there are currently 2 lifts in each block that serve the same number of floors, only one lift will be out of service at a time.
- The winning contractor will take over the servicing of the second lift and will be on standby during the day if the second lift was to 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 to fix the lift.
- This will impact all residents as they will have only the use of 1 lift and waiting times maybe affected.

### 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

#### **Targeted Tenant Services**

- It was recommended to consult the residents at least 6 months prior to the project as this was a lesson learned from a previous project, not enough time was given to this process. The residents are yet to be consulted; this will take place closer to the start of the project.

#### **Lift Repairs and Maintenance Department**

- The historic repair data has been reviewed for the breakdown history of the lifts. From this data it has been concluded that the lifts are breaking down more frequently and are taking longer to repair this is causing a negative impact to all residents.

#### **The Tenants Management Association**

- Resident have made enquires as to when the lifts will be replaced because the current lifts are unreliable. The residents, especially elderly or disabled, are worried that if they do go out, they will not be able to access their flats when they return if the lift is out of service, and so feel trapped.



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

### **Democratic Services**

- Democratic Services will be contacted closer to the start date for the data on the demographics of residents who live on the estates that will be affected.

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	There will be short-term negative impact on elderly people while the lift is out of service. However, in the long term a positive impact, as there will be a more reliable lift that will be in service more regularly.	A more reliable lift that complies with The Equality Act, with better lighting, voice annunciation and an emergency communication system if the resident were to get stuck in the lift.

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	Negative	At the Harvist Estate while 1 lift is out of service due to works and the other lift only serving alternate floors.	Temporary rest locations with chairs will be provided for residents to use on intermediate floors.
Disability (include carers)	Positive and Negative	There will be short-term negative impact on residents with disabilities while the lift is out of service. 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 The Equality Act 2010.	<p>The current lifts are over 30 years old and do not comply with The Equality Act 2010, so by doing nothing this will have a long term negative impact on residents.</p> <p>These negative impacts will only be mitigated by installing a new compliant lift.</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	Negative	At the Harvist Estate while 1 lift is out of service due to works and the other lift only serving alternate floors.	In exceptional circumstances this may entail a temporary decant. Targeted tenant services will be contacted about accessibility needs and the lift with the least negative impact.
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		
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, but in the long term a positive impact as there will be a more reliable lift that will be in service more regularly.	The current lifts are over 30 years old and regularly breakdown, by doing nothing this will have a long term negative impact on all residents.
Maternity or pregnancy	Negative	At the Harvist Estate while 1 lift is out of service due to works and the other lift only serving alternate floors.	Temporary rest locations with chairs will be provided for residents to use on intermediate floors.

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?
Sex and sexual orientation	Neutral		
Marriage or civil partnership	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?
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

### **Havist Estate**

- The works will mean that lifts are temporarily out of service, this may be of inconvenience to some residents, for example the elderly, disabled, 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. In exceptional circumstances this may entail a temporary decant while service is interrupted. However, in the longer term, the works will improve the reliability of the affected lifts. This project therefore has both positive and negative impacts, with the positive outweighing the short-term negative impacts.
- On the Havist Estate there are 4 blocks, 2 lifts in each block. One lift serves odd floors and the other lift even floors over 19 floors.
- Only one lift will be out of service in each block at a time during the refurbishment.
- On completion of the first lift, the new lift will now serve all floors and will be in full compliance of The Equality Act 2010 so there will be no accessibility issues on the second phase of the lift project.
- The winning contractor will take over the servicing of the second lift and will be on standby 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.

Please provide:

- An outline of actions and the expected outcomes
  - Any governance and funding which will support these actions if relevant
- 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 appointed lift contractor is to employ their own Resident Liaison Officer who will be solely responsible for all communications with residents following the Council's policy and procedures. This will include helping residents with shopping and pushchairs whilst the lift is not accessible in using the stairs.
  - Noisy works can only take place between 10:00 and 16:00 as terms and conditions of the contract specification.
  - There will be a considerable amount of noise whilst the lift entrances are cut out that 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.
  - It is proposed that an extraction system will be used in the lift shaft to remove the dust from the shaft whilst the new entrances are being cut out.
  - 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 renewal, they can rest while accessing and egressing the blocks when using the stairs.

Please provide:

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

### **St Luke's Estate**

- The works will mean that lifts are temporarily out of service, and this may be of inconvenience to some residents, for example the elderly, disabled, 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. In exceptional circumstances this may entail a temporary decant while service is interrupted. However, in the longer term, the works will improve the reliability of the affected lifts. This project therefore has both positive and negative impacts, with the positive outweighing the short-term negative impacts.
- 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.
- The winning contractor will take over the servicing of the second lift and will be on standby 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.

## 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)

- Once procurement of works progress residents will be updated on the proposed works and the proposed prestart 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 a resident steering group will be set up to ensure there is direct engagement with residents throughout the works.
- All newsletters will go through Islington's communications team. If there is a requirement for the letter to be translated residents are required to contact the team and a translation will also be supplied.
- Project progress information will be displayed on the LCD Screens located on the ground floor lobby of each block. These will be updated with information about the ongoing lifts works.
- All resident groups 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.
- Democratic Services will be contacted closer to the start date for the data on the demographics of residents who live on the estates that will be affected.

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)
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- Resident will be made aware of any additional parking restrictions due to contractor's welfare and site office / storage facilities while the project takes place.
  - All works to be carried out in compliance with Construction Design Management Regulations.

## 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
Re Housing residents if needed	Targeted Tenant Services	6 months prior start date
Data on the demographics of residents	Democratic Services	6 months prior start date
Helping residents with shopping etc	Resident Liaison Officer	During project
Communication	Estate Champions / Project Liaison officer	During project

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Please send the completed EQIA to [equalities@islington.gov.uk](mailto: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>CJParkes</i>	25/07/2022
Fairness and Equality Team	Imogen Resnick	Imogen Resnick	25/07/2022
Director or Head of Service	Stephen Platt	<i>St Platt</i>	27/07/2022