

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	Bevin Court and Holford House
Reference number (if applicable)	N/A
Service Area	Homes and Neighbourhoods
Date assessment completed	15/08/2022

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

The scope of work is the renewal of the heating system at Bevin Court and Holford House with a low carbon emission system that will benefit residents. The system has been designed internally at a concept stage

The project will deliver heating and hot water to the residents of both blocks via its existing heat network. Bevin Court is comprised of 118 apartments and Holford House 12 maisonettes, it's located in Clerkenwell, South Islington. The heating system was introduced in 1979 and it's over 43 years old. The boilers were replaced back in 2009 but they are now close to their end of their lifespan. The increasing gas prices are making the low carbon emission systems more attractive as they can provide more efficient heating and hot water to the dwellings for up to 70% in terms of energy consumption and savings in the operational cost for residents.

In addition, the project will be included in the Council's pilot schemes for Low Carbon emission projects for Islington's Net Zero Carbon policy. The project envisages to be the first low carbon emission residential heating system project in the borough of Islington. The design will include a combination of an air source and water source heat pump system known as cascade design, including upgrades within the dwellings with modern Heat Interface Units and thermostatic controls. The project is planned to apply for a government grant for Green Heat Networks Fund scheme.

The new proposal for the heating system will include:

- Boiler replacement with heat pumps system
- Distribution pumps renewal,
- Removal of the old hot water cylinders and replacement with modern Heat Interface Units (HIUs) including thermostatic temperature controls within the dwellings.
- The system is designed to be cooling ready for future upgrade if necessary.

Benefits of the new system:

- The current gas consumption of 2,900,000 KWh will be reduced to 900,000 KWh of electrical demand.
- The current cost of gas of £256,693 annual will be reduced to £225,202 of electrical estimated cost for heating and hot water.
- The project will be also included in a Grant fund, the Green Heat Network Fund which can cover up to 50% of the capital cost of the project easing the leaseholder contributions to the minimum.
- The system is a low carbon emission system and will improve carbon footprint of the dwellings

Please provide:

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-
- There will be no Nitrogen Oxide (NOx) emissions from the flue that can cause health issues to the residents
 - The project will be also included in the Council's pilot schemes for Low Carbon emission projects for Islington Net Zero Carbon policy

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?

In the long-term, this project will positively impact residents of both blocks as all ages and groups will benefit from this upgrade. Key benefits include improvements in terms of quality of service, less breakdowns, better control over heating and hot water within the dwellings, alongside the benefits outlined above. The impact of this project will be predominantly external.

There will be additional short-term impacts to residents of the blocks and the surrounding local area for the durations of the works, which are summarised below:

- [Temporary road closures in the private road at the back of the building will be required for lifting operations] The lifting operations will take place at the North entrance of the building where the service road is. The front and main entrance of the building will be always accessible.
- Scaffold will be erected at the flue location to dismantle the flue and install a new pipework
- Underground excavations for electrical supplies and a new transformer will be installed at the rear of the building
- Few hours heating and hot water disruptions will occur while the system replacement takes place. Specifically, we are expecting this disruption to take place across the construction period once for each dwelling for the HIU change and one or two additional times while the switchover to the new system occurs.
- Construction is estimated to last around 12-18 months.
- Access issues will be redirected to the front entrance of the building.

Commented [AS1]: Add the information you've mentioned in the comment about the road closures and the lifting plan to ensure access

Please consider:

- Whether the impact will predominantly be external or internal, or both?
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- Broadly what will the impact be – reduced access to facilities or disruptions to journeys for example?

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

We have carried out consultation with Targeted Tenant Services on the council's procedure during the works that might affect access and ingress issues as well as disruption of heating and hot water supply. We have used this information to assess and mitigate negative impact during these works. A dedicated Resident Liaison Officer will be present during the construction period to consult and liaise with residents (daily) to continue to monitor and review impact. The estate champions will also engage with the residents and resolve escalating issues and concerns of the residents.

Based on estimates of the prevalence of disability in an inner London borough in 2018/19, the estimated number of Islington residents with a disability in 2022 is 34,416 or 14% of the population which is slightly higher than the London average.

Commented [AS2]: Do you have any data on service user demographics / resident demographics at this site? For example, any information from Targeted Tenant Services or that housing colleagues have shared.

In your consultation did Targeted Tenant Services mention any particular groups of residents that may be more impacted- it would be useful to have further information about what evidence / feedback you go from consulting targeted tenancy.

Commented [KG3R2]: I do not have demographics/resident data

Commented [AS4R2]: What comments or feedback did tenant services provides that helped you to assess the impact e.g. was there any advice about working with tenants or when you enter tenant flats, or questions about accessibility.

Commented [AS5]: Otherwise, in terms of data, is there anything else you have used to assess impact?

Is there any learning from similar works that have informed how you have thought about the impact and planned to mitigate this in the way you describe? In your consultation did anyone raise access concerns that you have now mitigated? This is all about understand the background evidence/feedback that has shaped your proposal and helped assess impact,

The Islington's [State of Equalities](#) report may be a useful one to consider and include as it identifies evidence of unequal outcomes for groups with protected characteristics on a wide range of issues. For example you will see that the estimated number of Islington residents with a disability in 2021 is 15% of the population, slightly higher than the inner London average which you might consider when talking about the impact on disabled people. You can also use regional or national research.

Commented [KG6R5]: noted

Commented [AS7]: Include in this section that service user demographic breakdown is not available. We have used data on the demographics in Islington to assess impact on any particular people with protected characteristics- reference state of equalities.

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

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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	Minor disruption of heating and hot water supply during the construction period may particular impact this group as older people may be at higher risk of illness due to cold, impacted in terms of mobility and access to the building and there may be more public concern around this age group. Each flat will be affected of one day disruption of heating and hot water whist the new plants are installed inside the dwellings	<p>The contractor will have a liaison officer on site to support and advise residents on those disruptions. Planned works to be executed during summer period to minimise the demand of heating and hot water.</p> <p>Planned disruptions will be minimised to impact residents by the maximum of one day each.</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>Minor disruptions for heating and hot water during the works. Disruptions during the works may have a negative impact on some disabled people more greatly impacted by loss of heating/hot water (e.g., people with conditions that are exacerbated by or vulnerable to the cold, i.e., circulatory, arthritis, respiratory conditions).</p> <p>Temporary road closures in the private road at the back of the building required for lifting operations will change the accessible entrances available for the building during construction which may impact people with physical disabilities around mobility.</p> <p>Positive, the system will be new and easier to control the heating and hot water supply via thermostatic controls</p>	<p>The works will take place during summer season to mitigate the heating and hot water requirement risk. If any disruption takes place this will be only for up to 8 hours a day. Furthermore, a liaison officer will ensure residents will be updated on any disruptions prioritising and resolving any issues raised by this group.</p> <p>To ensure the site remains accessible throughout the works, the rear entrance of the building where the plant room is located will be used by contractors but will not impact residents parking. Access via the front door will be always accessible. Further access is allowed via fire exits on each wing of the building.</p>

Commented [AS8]: Please add the information you have mentioned earlier in the form that there will be no parking etc. affected by these closures.

Commented [AS9R8]: Short note to say e.g. this will not impact resident parking.

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?
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	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?
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)	Positive	People living in poverty will benefit from the installation of the new system. Energy bills will have further rise and this system is estimated to reduce the energy consumption by 68% in comparison to the existing heating system without having to reduce the heating output.	The lower energy consumption will reduce the operational cost of the system with a result of reduced energy bills. Moreover, the thermostatic controls will allow the residents to switch on and off the system on demand.

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

Bevin Court,

System installations on the rooftop will progress without any disruption to the residents. During the summer period the plant room works will take place for the boiler removal and switch over to the new system where disruptions are expected to take place.

- A dedicated liaison officer will be available for the whole project duration to liaise and update residents
- Whilst lifting operation are undergoing a detailed lifting plan will be submitted to planning to minimise access and egress issues as well as further disruptions
- Front entrance will be available at all times as well as all the fire exits
- The plant room commissioning works will take place during summer
- A temporary gas boiler will be onsite to avoid major heating and hot water disruptions

It is expected for the installation of the HIUs within the dwellings to be completed in one day including the commissioning of the new system. That will cause temporary loss of the heating and hot water over this time for each dwelling individually. To mitigate the loss the contractors will try to reduce the disruption time to minimum and no more than 8 hours. The works will be managed by an officer with monthly progress meetings with the contractor. If necessary and if the programme of works is slipping the progress meetings will take place every week.

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)

A consultation was done on the 11th of May 2022 to update the residents on the future project with a presentation and a Q&A session that took place by the end of the meeting. All the residents of both blocks Bevin Court and Holford House were invited to attend, and the meeting minutes were shared following the completion of the consultation.

The presentation was made initially describing the details and the costs of the project as well as the future benefits to the residents. In the end of the presentation a Q&A session took place, and we were answering residents' queries. Notes were taken and later shared with the residents along with the presentation in electronic format and hardcopies via post.

The resident's welcomed the new proposal, and much of the feedback received was positive. Residents were positive about the new upgrades expected, especially the ones that will affect their internal space with the introduction of the HIUs and the replacement of the old hot water cylinders.

A number of queries were raised from the residents regarding the new system proposal, key feedback received and the relevant response provided is summarised below:

- A new Gas boiler replacement would be 95% efficient compared to the current boiler which is circa 20 years old and circa 80% efficient.
- It was highlighted that another Low Carbon solution (Ground Source Heating) would be the most efficient (400%), but it was not deemed suitable for this estate. The reason was because the green area around the building has a lot of trees and a further investigation required, Environmental and geotechnical report to justify the boreholes. The area around the building is a conservation that limits our capability of using this technology.
- Council officer explained what a cascade heating system is i.e., a combination of 2 heat pumps – Air source heat pump and a water source heat pump. The Air source heat pump would take the water temperature up to 35 degrees and the second heat pump would take it up to 75 Degrees.

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
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 - Key findings or feedback (if completed)
- One resident queried if the cylinder in her dwelling would be removed. Council officer confirmed that the existing cylinder would be removed and replaced with a Heat Interface Unit which is around the size of a gas boiler. This would allow residents control the amount of heat going into their dwelling.
 - Technical services manager flagged up that new Government regulations required the installation of Heat Meters within the HIUs in dwellings served by a communal heating system. The system upgrades will follow all the latest legislation on building services standards and relevant government approved documents such as Approved Document G etc.
 - A resident asked if the water in the new system would be as warm as it is currently. Council officer confirmed it would.
 - Another resident flagged up that the pipework within her dwelling got so hot it could harm her child. She requested to know if the pipework could be covered in the new installation. Technical Services Manager confirmed that this point would be taken into consideration in the design of the new installation. Meeting minutes are kept after each consultation and communicated with the project team.
 - Council officer presented a slide on the cost of each option, estimated energy cost of each option, Energy reduction of each option, Energy reduction percentage, Energy saving in £s and the consumption of Gas for the boiler option and electricity for the low carbon options and the total cost savings of each option per year.

Further queries were raised from the residents via our liaison officer, and they were also answered in a weeks' time. Our liaison officer is in place to engage with residents and answers queries regarding the project. However, when it comes to technical queries the responses are coming from our technical team. When more progress is achieved over the council's milestones such as, planning application approval, GHNF approval, contracts award etc., further consultation will take place to inform the residents on the project progress.

Further consultations will take place estimated to be around 3 per year to inform the residents about the progress of the project. Firstly, a follow up meeting will be arranged once more progress on the project milestones are being achieved to keep the residents up to date. Further communication and answers will be always provided via Islington's Liaison officer and the technical department engaging with individual residents' queries on a daily basis if needed.. The construction period is estimated between 12-18 months.

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)

During the construction period a dedicated RLO (Liaison officer) will be employed by the contractor to liaise with residents and resolve any concerns or issues. The officer will notify the residents for any potential disruptions to heating and hot water as well as lifting operations and access issues. The officer will be able to respond immediately and will prioritise the most vulnerable residents, such as older and disabled people.

Methods used are live meeting consultations, email consultations and sometimes over the phone as well. Residents seemed to be particularly satisfied over the communications and engagements we have had so far. Communications are also sent by post for residents not familiar with electronic correspondence.

Feedback from residents has already been considered and will be incorporated in our latest update and reports.

Please provide:

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- 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)

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
A resident liaison officer will be allocated to the project for the day-to-day communications with the residents. The officer will be responsible for the day-to-day issues and communications required with the residents during the period of works.	Residents Liaison Officer	ongoing
Monthly progress and updates will be issued via letters and emails with the residents. When necessary, meetings with the residents can also be arranged.	Estate Champion / Project Liaison Officer	ongoing

Action	Responsible team or officer	Deadline
Project Management of the works will be supervised by the project responsible engineer. The engineer will oversee the operations and progress of works.	Project Engineer	ongoing

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	Grigorios Kravvas	<i>G. Kravvas</i>	30/9/2022
Fairness and Equality Team	Sydney Alexander	<i>Sydney Alexander</i>	04/10/22
Director or Head of Service	Stephen Platt	<i>St Platt</i>	25/10/22