EQUALITY IMPACT ASSESSMENT (EqIA)

Summary results of the EqIA

Title of policy/practice/process/service:

Lift modernisation in Thistle House

Is the policy new (proposed), a revision to an existing policy or a review of current policy?

Review - modernisation of existing lifts.

Key findings from this assessment (or reason why an EqIA is not required):

There are positive impacts to be had on some equality groups as a result of the modernisation. Specifically on people with a disability, older people and for someone who is pregnant. The existing lifts in Thistle House are to be replaced on a like for like basis, complying with current legislation, Such as BS EN 81-70:2018 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 Accessibility to lifts for persons including persons with disability now withdrawn and replaced with BS EN 81-70:2021.

Summary of actions taken because of this assessment:

To monitor the reliability of the new lifts.

Ongoing actions beyond implementation include:

Ensure maintenance of the lift continues, performance is monitored and any new recommendation/legislative change is implemented. We will also consider improvements to signage.

Lead person(s) for this assessment (job title and department only):

Facilities Manager, Facilities

Senior responsible owner agreement that the policy has been fully assessed against the needs of the general duty (job title only):

Director of Corporate Services and Accounts

Publication date (for completion by Communications):

18/07/2022

Step 1 – Framing the planned change

Discussing step 1 and step 2 with the Corporate Policy Officer (Equalities) at an early stage will help identify appropriate evidence. This may include support from the wider Policy and Development team.

1.1 Briefly describe the aims, objectives and purpose of the policy/practice/process/service. *You can use the information in your project specification, business case etc.*

To modernise lifts in Thistle House to provide reliable and safe means of transport between floors.

1.2 Why is the change required? *Legislative, routine review etc.*

Current lifts are 29 years old and are nearing the end of their working life, resulting in an unreliable service prone to break down and down time.

1.3 Who is affected by this policy/practice/process/service? *Be clear about who the 'customer' is.*

All Thistle House building users.

1.4 Policy/practice/process/service implementation date *e.g. project end date, date new legislation will take effect.*

31/03/2020

1.5 What other SLAB policies or projects may be linked to or affected by changes to this policy/practice/process/service? *The EqIA for related policies might help you understand potential impacts, and/or your findings might be relevant to share. Refer to SLAB's business plan, our current equality outcomes, current project list etc.*

None.

Step 2: Consider the available evidence and data relevant to your policy/practice/process/service

The information you gather in this section will:

- help you to understand the importance of your policy/ practice/process/service for different equality groups,
- inform the depth of equality impact assessment you need to do (this should be proportional to the potential impact on equality groups), and
- provide justification and an audit trail behind your decisions, including where it is agreed an equality impact assessment is not required.

2.1 What information is available about the experience of each equality group in relation to this policy/practice/process/service? *Stay focused on the topic and scope of your policy/practice/process/service. Does the policy/practice/process/service relate to an area where there are already known inequalities? Refer to the EqIA guidance for sources of evidence.*

Note: If you proceed to a full EqIA you should continue to add to this section as you develop the policy/ practice/ process/ service, come across new evidence and/ or **undertake a consultation.**

Equality characteristics	**Evidence source (web link, report, survey, complaint)**	**What does the evidence tell you about the experiences of this group in relation to the policy/ practice/ process/ service?** Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
Age	AgeUK – Later life in the UK factsheet	The likelihood of being disabled or having multiple chronic conditions increases with age. Older people are more likely to have mobility problems and struggle with stairs. They are also more likely to have some degree of sight and/or hearing loss.
Disability	European and British Standard 81-70:2018	A specific European and British standard has been developed to ensure legal compliance with statutes relating to accessibility of lifts for people with disabilities. This demonstrates that lifts have importance for people with physical disabilities – with a focus on mobility and sight

Equality characteristics	Evidence source (web link, report, survey, complaint)	**What does the evidence tell you about the experiences of this group in relation to the policy/ practice/ process/ service?** Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
	Making elevators truly accessible for blind people European blind union: accessibility of lifts Designing for accessibility: an essential guide for public buildings **Kone guide to meeting the Standard**	loss. There is an Annex to the standard which is intended to be used where "passengers with higher degree and/or combinations of disabilities should be able to use the lift". This includes Braille provision. The European Blind Union argues that this Annex should be part of the standard, emphasising the importance of accessibility features for this group. The suggestion from "Making elevators truly accessible" is that keypads should be introduced as standard, rather than Braille or tactile numbers. For those who cannot use stairs, passenger lifts are a necessity. The Standard sets out requirements for controls, audible signals, handrails and mirrors, as well as width, length and depth.
Race	None found	There was no evidence related to race or ethnic minorities and their distinct needs in relation to lifts.
Sex	None found	There was no evidence related to sex and any distinct needs in relation to lifts.
Gender Reassignment	None found	There was no evidence related to gender reassignment and any distinct needs in relation to lifts.

Equality characteristics	Evidence source (web link, report, survey, complaint)	**What does the evidence tell you about the experiences of this group in relation to the policy/ practice/ process/ service?** Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
Sexual orientation	None found	There was no evidence related to sexual orientation and any distinct needs in relation to lifts.
Religion or Belief	None found	There was no evidence related to religion or belief and any distinct needs in relation to lifts.
Pregnancy or maternity	Online Q&A forums Pelvic Girdle Pain and Pregnancy- RCOG	There is no evidence that it is unsafe for pregnant women to climb stairs, although there is evidence that some people are anxious about it and some would rather take a lift. Women who are pregnant may experience back pain or pelvic girdle pain.
Marriage or civil partnership	None found	There was no evidence related to marriage or civil partnership and any distinct needs in relation to lifts.
Care Experienced ***(corporate parenting duty)***	None found	There was no evidence related to care experience and any distinct needs in relation to lifts.

2.2 Using the information above and your knowledge of the policy/practice/process/service, summarise your overall assessment of how important and relevant the policy/practice/process/service is likely to be for equality groups.

The installation of a new lift is important and relevant to people who have physical disabilities, older people with reduced mobility or disabilities and women who are pregnant.

2.3 Outcome of step 2 and next steps. Complete the table below to inform the next stage of the EqIA process. *Consult with the project group and/or Corporate Policy Officer (Equalities) on completing this section.*

Outcome of Step 2 following initial evidence gathering and relevance to equality characteristics	**Yes/ No (Y or N)**	**Next steps**
There is no relevance to equality or our corporate parenting duties		Proceed to Step 5: agree with decision makers that no EqIA is required based on current evidence
There is relevance to some or all of the equality groups and/ or our corporate parenting duties	Yes	Proceed to Step 3: complete full EqIA
It is unclear if there is relevance to some or all of the equality groups and/ or our corporate parenting duties		Proceed to Step 3: complete full EqIA

Step 3 – stakeholder involvement and consultation

This step will help you to address any gaps in evidence identified in Step 2. Speaking to people who will be affected by your policy/practice/process/service can help clarify the impact it will have on different equality groups.

Remember that sufficient evidence is required for you to show 'due regard' to the likely or actual impact of your policy/ practice/process/service on equality groups. An inadequate analysis in an assessment may mean failure to meet the general duty.

The Policy and Development team can help to identify appropriate ways to engage with external groups or to undertake research to fill evidence gaps.

3.1 Do you/did you have any consultation or involvement planned for this policy/practice/process/service?

Yes

3.2 List all the stakeholder groups that you will talk to about this policy/practice/process/service.

Tendered for a professional adviser to cover all aspects of lift refurbishment and maintenance, including compliance with our equalities duties. The health and safety committee is kept informed of upcoming projects and an additional meeting of the

committee was held to cover lift refurbishment, with a focus on when the refurbishment was underway and the impact on availability of lifts. Other tenants within the building were also kept updated on the works.

3.3 What did you learn from the consultation/ involvement? Remember to record relevant actions in the assessment action log.

The professional adviser brought experience from multiple previous engagements to ensure the new lifts met the requirements of European and British Standard 81-70:2018 and opportunities beyond this (such as improved signage) were identified. Tenants and staff had the opportunity to feed into the planned work, although no specific input was received.

Step 4 - Impact on equality groups and steps to address these

You must consider the three aims of the general duty for each protected characteristic. The following questions will help:

- **Is there potential for discrimination, victimisation, harassment or other unlawful conduct that is prohibited under the Equality Act 2010?** *How will this be mitigated?*
- **Is there potential to advance equality of opportunity between people who share a characteristic and those who do not?** *How can this be achieved?*
- **Is there potential for developing good relations between people who share a relevant protected characteristic and those who do not?** *How can this be achieved?*

4.1 Does the policy/practice/process/service have any impacts (whether intended or unintended, positive or negative) on any of the equality characteristics?

In the tables below, record the impact of the policy/practice/process/service, as it is planned or as it operates, might have on each equality characteristic and describe what changes in policy/practice/process/service or actions will be required to mitigate that impact. Copy any actions across to the project action log.

Age	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impact	Negative impact	No impact	
potential for discrimination		X		Potential for negative impact where no lift is available and older people cannot use stairs, or if the lift is not accessible to those with mobility or sight problems. Improved signage and lift displays mitigates adverse impact for those with hearing/ sight loss. Replacing old lifts that are more likely to break down and following BS81-70 mitigates this adverse impact.
potential for developing good relations			X	
potential to advance equality of opportunity	X			More reliable operation through replacement of ageing lifts is a potential positive impact. Procuring new lifts rather than continuing to maintain old ones is a step that is being taken.

Sex	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination			X	
potential for developing good relations			X	
potential to advance equality of opportunity			X	

Disability	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination		X		Potential for negative impact where no lift is available and people with disabilities cannot use stairs, or if the lift is not accessible to those with mobility or sight problems. Following BS81-70 mitigates this adverse impact.
potential for developing good relations			X	
potential to advance equality of opportunity	X			More reliable operation through replacement of ageing lifts is a potential positive impact. Further positive impact following improved signage and Braille has now been included internally. The lift will 'announce' each floor when the lifts open to support people with sight loss. The new lift dimensions and load are the same as for the previous lifts, due to space constraints. The lifts can accommodate a motorised wheelchair.

Gender Reassignment	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination			X	

potential for developing good relations			X	
potential to advance equality of opportunity			X	

Race	**Place 'X' in the relevant box(es)**			**Describe the changes or actions (if any) you plan to take.** E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	**Negative impacts**	**No impact**	
potential for discrimination			X	
potential for developing good relations			X	
potential to advance equality of opportunity			X	

Religion or Belief	**Place 'X' in the relevant box(es)**			**Describe the changes or actions (if any) you plan to take.** E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	**Negative impacts**	**No impact**	
potential for discrimination			X	
potential for developing good relations			X	

potential to advance equality of opportunity			X	

Sexual Orientation	**Place 'X' in the relevant box(es)**			**Describe the changes or actions (if any) you plan to take.** E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	**Negative impacts**	**No impact**	
potential for discrimination			X	
potential for developing good relations			X	
potential to advance equality of opportunity			X	

Pregnancy & Maternity	**Place 'X' in the relevant box(es)**			**Describe the changes or actions (if any) you plan to take.** E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	**Negative impacts**	**No impact**	
potential for discrimination	X			Potential for negative impact where no lift is available and pregnant women cannot use stairs. Replacing old lifts that are more likely to break down mitigates this adverse impact.
potential for developing good relations			X	
potential to advance equality of opportunity	X			More reliable operation through replacement of ageing lifts is a potential positive impact where employees or other

				customers may require to use them due to limitations on mobility due to pregnancy.

Marriage & Civil Partnership	**Place 'X' in the relevant box(es)**			**Describe the changes or actions (if any) you plan to take.** E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	**Negative impacts**	**No impact**	
potential for discrimination			X	
potential for developing good relations			X	
potential to advance equality of opportunity			X	

Care experienced young people	**Place 'X' in the relevant box(es)**			**Describe the changes or actions (if any) you plan to take.** E.g. to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	**Negative impacts**	**No impact**	
potential for discrimination			X	
potential for developing good relations			X	
potential to advance equality of opportunity			X	

4.2 Describe how the assessment so far might affect other areas of this policy/practice/process/service and/or project timeline?

As a novel piece of work, a specialist resource is needed to advise on how to take forward lift refurbishment. A requirement for equalities experience was included in the tender for professional advice to guide the lifts refurbishment. The professional adviser then drew up a specification which included BS81-70 as a core requirements.

4.3 Having considered the potential or actual impacts of your policy/practice/process/ service on equality groups, you should now record the outcome of this assessment below. *Choose from one of the following (mark with an X or delete as appropriate):*

Please select (X)	Implications for the policy/practice/process/service
	No major change Your assessment demonstrates that the policy/practice/process/service is robust. The evidence shows no potential for unlawful discrimination and that you have taken all opportunities to advance equality of opportunity and foster good relations, subject to continuing monitoring and review.
X	**Adjust the policy/practice/process/service** You need to take steps to remove any barriers, to better advance equality of to foster good relations. You have set actions to address this and have clear ways of monitoring the impact of the policy/practice/process/service when implemented.
	Continue the policy/practice/process/service with adverse impact The policy/practice/process/service will continue despite the potential for adverse impact. You have justified this with this assessment and shown how this decision is compatible with our obligations under the public sector equality duty. When you believe any discrimination can be objectively justified you must record in this assessment what this is and how the decision was reached.
	Stop and remove the policy/ practice/ process/ service The policy/practice/process service will not be implemented due to adverse effects that are not justified and cannot be mitigated.

Step 5 - Discuss and review the assessment with decision makers and governance structures

You **must** discuss the findings of this assessment with senior decision makers during the lifetime of the project/review and before you finalise the assessment. Relevant groups include, but are not limited to, a Project Board, Executive Team or Board members. EqIA should be on every project board agenda therefore only note dates where key decisions have been made (e.g. draft EqIA sign off, discussion about consultation response).

5.1 Record details of the groups you report to about this policy/ practice/ process/ service and impact assessment. *Include t**he date you presented progress** to each group and an **extract from the minutes** to reflect the discussion.*

Regularly via Facilities Executive team reports from January 2019 when the incumbent maintainer notified us parts were obsolete to completion in June 2020 audible signals announcing each floor and reviewing contingency funding pot for budget to improve signage.

Step 6 – Post-implementation actions and monitoring impact

There may be further actions or changes planned after the policy/practice/process/service is implemented and this assessment is signed off. It is important to continue to monitor the impact of your policy/practice/process/service on equality groups to ensure that your actual or likely impacts are those you recorded. This will also highlight any unforeseen impacts.

6.1 Record any ongoing actions below. *This can be copied from the project action log or elsewhere in this assessment and should include timescales and person/team responsible. If there are no outstanding items please make this clear.*

Action	Owner	Deadline
Review contingency funding pot for budget to improve signage	Facilities Manager	December 2022

6.2 Note here how you intend to monitor the impact of this policy/ practice/ process/ service on equality groups.

Measure	Lead department/ individual	Reporting (where/ frequency)
Complaints received about lift accessibility	Facilities	ET/in line with standard reporting frequency
Number of breakdowns per year	Facilities	Facilities management/annually

6.3 **EqIA review date.** This EqIA should be reviewed as part of the wider post-implementation review of the policy/practice/process/service. The date should not exceed 3 years from the policy/practice/process/service implementation date.

31/12/2022

In line with contract renewal

Step 7 – Assessment sign off

All equality impact assessments must be signed off by the Executive Team, even where an EqIA is not required. Note the relevant meeting date here:

18/07/2022

Approved: the Chief Executive's Office will pass the assessment to Communications for publication on our website. All assessments must be published on SLAB's website as early as possible after the decision is made to implement the policy/practice/process/service.