

# Equality Analysis

## Birmingham City Council Analysis Report

<b>EA Name</b>	TENDER STRATEGY FOR THE REPAIR, MAINTENANCE AND MAJOR REFURBISHMENTS OF LIFTS IN HOUSING, COUNCIL BUILDINGS AND SCHOOLS (P391)
<b>Directorate</b>	Place
<b>Service Area</b>	Place - Asset Management
<b>Type</b>	Amended Policy
<b>EA Summary</b>	<p>Procurement to tender and award contracts for the repair, maintenance and major refurbishments of lifts on behalf of the Council</p> <p>There is a requirement for the Council and the schools' portfolio of lifts, disability platform lifts and patient lifting hoists to be repaired and maintained; a further requirement is for major refurbishments and installations of new lifts in existing buildings. The scheduled maintenance minimises downtime resulting from lift breakdowns thereby avoiding disruption to users and ensuring lift safety.</p>
<b>Reference Number</b>	EA002219
<b>Task Group Manager</b>	michelle.bache@birmingham.gov.uk
<b>Task Group Member</b>	
<b>Date Approved</b>	2017-08-02 00:00:00 +0100
<b>Senior Officer</b>	john.jamieson@birmingham.gov.uk
<b>Quality Control Officer</b>	placeequalitycontrol@birmingham.gov.uk

### Introduction

The report records the information that has been submitted for this equality analysis in the following format.

#### **Initial Assessment**

This section identifies the purpose of the Policy and which types of individual it affects. It also identifies which equality strands are affected by either a positive or negative differential impact.

#### **Relevant Protected Characteristics**

For each of the identified relevant protected characteristics there are three sections which will have been completed.

- Impact
- Consultation
- Additional Work

If the assessment has raised any issues to be addressed there will also be an action planning section.

The following pages record the answers to the assessment questions with optional comments included by the assessor to clarify or explain any of the answers given or relevant issues.

## 1 Activity Type

The activity has been identified as a Amended Policy.

## 2 Initial Assessment

### 2.1 Purpose and Link to Strategic Themes

#### **What is the purpose of this Policy and expected outcomes?**

Procurement to tender and award contracts for the repair, maintenance and major refurbishments of lifts on behalf of the Council

There is a requirement for the Council and the schools' portfolio of lifts, disability platform lifts and patient lifting hoists to be repaired and maintained; a further requirement is for major refurbishments and installations of new lifts in existing buildings. The scheduled maintenance minimises downtime resulting from lift breakdowns thereby avoiding disruption to users and ensuring lift safety.

The outcomes expected from this procurement process are:

- . Consistently reliable lifts
- . Improved availability of lifts
- . Accessibility to, from and freedom of movement within Council buildings
- . Opportunity to align contracts with other contractual arrangements
- . Value for money outcomes

**For each strategy, please decide whether it is going to be significantly aided by the Function.**

Children: A Safe And Secure City In Which To Learn And Grow	Yes
Health: Helping People Become More Physically Active And Well	Yes
Housing : To Meet The Needs Of All Current And Future Citizens	Yes
Jobs And Skills: For An Enterprising, Innovative And Green City	Yes

### 2.2 Individuals affected by the policy

Will the policy have an impact on service users/stakeholders?	No
Will the policy have an impact on employees?	No
Will the policy have an impact on wider community?	No

#### **Comment:**

In general people will be affected by this process in a positive manner as there will be a regular rolling programme of major refurbishment/replacement of lifts and scheduled maintenance and servicing of the lift portfolio to ensure lifts are available for use.

Further, within the scope of this document all steps have been taken to ensure we promote equality across services users, employees and the wider community covering the areas of age, disability, gender, gender reassignment, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity or human rights.

### 2.3 Relevance Test

---

Protected Characteristics	Relevant	Full Assessment Required
Age	Not Relevant	No
Disability	Not Relevant	No
Gender	Not Relevant	No
Gender Reassignment	Not Relevant	No
Marriage Civil Partnership	Not Relevant	No
Pregnancy And Maternity	Not Relevant	No
Race	Not Relevant	No
Religion or Belief	Not Relevant	No
Sexual Orientation	Not Relevant	No

## 2.4 Analysis on Initial Assessment

The contract will enable the Council to meet both its equality obligations and its statutory duty with regard to scheduled maintenance of lifts. This will minimise downtime resulting from lift breakdowns thereby avoiding disruption to users and ensuring lift safety. It will also enable users, visitors to and residents in Council buildings and Housing properties access and freedom of movement to, from and within Council buildings.

Key priorities and measures required within this contract focus on the need to respond and adhere to the following performance measures:

- . Attendance on site within 30 minutes of trapping being reported Regular schedules maintenance visits for passenger and goods lifts and 6 monthly for disabled platform lifts and hoists
- . Maintaining lift availability at 95% (the 5% downtime also includes downtime for scheduled maintenance and repairs of lifts)
- . Response time to breakdown 1 hour if single lift in building and 2 hour if more than 1 lift in the building\*.
- . Scheduled services completed on time

\*In some high rise blocks there are 2 lifts that transport to alternate floors. Lifts in these buildings are classed as 1 lift.

The portfolio is made up of passenger lifts and disability platform lifts; there are also a small number of goods lifts, stair lifts, and hoists in scope. The number of assets (subject to variation) is split as follows:

Housing	
Passenger Lifts	377
DDA Lifts	22
TOTAL	399

BCC	
Passenger Lifts	84
DDA Lifts	33
TOTAL	117

Education	
Passenger Lifts	15
DDA Lifts	37
TOTAL	52

Total	
Passenger Lifts	476
DDA Lifts	92
GRAND TOTAL	568

All housing lifts and the majority of non-housing lifts meet the current equality requirements with regard to lighting levels, contrasting surfaces, tactile controls and voice announcements. If the lifts would be temporarily taken out of service all communication with users should be in suitable formats for the visually impaired. Local knowledge and

Northgate database will identify risk markers that are used to alert staff/operatives of customer needs e.g. language requirements or specific health needs that would need to be taken account of during maintenance or refurbishment.

The requirements of Standing Order 9 in respect of Equal Opportunities and the Common Standard for Council Contractors in respect of the 'Protected Characteristic' (e.g. Age, Gender, Ethnicity, Disability Gender Orientation, Religion/Belief etc.) will be incorporated into contract documentation.

It is not anticipated that any aspects of this proposal will directly or indirectly contribute to inequality on the grounds of age, disability, gender, gender reassignment, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity or human rights.

. Language line - is available as a translation service to inform customers of maintenance programmes where lifts will be temporarily taken out of service for any amount of time

. Equality adaptations will be carried out as part of the refurbishment works to any lifts which do not already have them. The range of work includes large keypads, lighting levels, contrasting surfaces, tactile controls and voice announcements.

### **3 Full Assessment**

The assessment questions below are completed for all characteristics identified for full assessment in the initial assessment phase.

#### **3.1 Concluding Statement on Full Assessment**

We will endeavour to meet our diverse Customers' lifestyle and commitments by taking into account such things as:

- . Disability e.g. mental health issues, mobility, ability to use end products such as lift controls.
- . Age related issues.
- . Illnesses including long term chronic conditions during maintenance arrangements.
- . Barriers to communications such as languages spoken, hearing impairments, reading or visually impaired.
- . In order to minimise and where possible, eliminate adverse impact on our Customers, customer profile and property information is obtained and available on Northgate/Risk register and through local knowledge.
- . We use the feedback from our Customer satisfaction forms, complaints handling, and general analysis to carry out reality checks to identify short falls in our service delivery to improve the level of services provided to our Customers.
- . Negative Satisfaction forms are analysed by BCC and Partners. The Partners contact the dis-satisfied Customers to see why there was dissatisfaction with the work to remedy the issue and learn from the feedback.
- . Complaints are logged on BCC's complaints database, Your Views.

### **4 Review Date**

19/01/18

### **5 Action Plan**

There are no relevant issues, so no action plans are currently required.