

Diversity impact assessment

Appendix F - Appendix 1

TITLE
Diversity Impact Assessment for a Gateway 3 Report: Corporate FM Contracts – Lift Maintenance Services
DATE
13 January 2026
LEAD OFFICER
Dan Stone, Head of FM & Capital Projects

1. Summary description of the proposed change

This Diversity Impact Assessment (DIA) is in relation to the future delivery of the Council's Facilities Management (FM) services.

Currently, these services are provided by Medway Norse through a Total Facilities Management agreement that ends in March 2026. The Council has a hybrid FM strategy and is currently delivering a procurement process to outsource FM services from 1 April 2026 to specialist companies. The hybrid strategy also involves the insourcing of teams to Medway Council

The accompanying report titled “Tender process review and contract award Gateway 3 Report: Corporate FM Contracts – Lift Maintenance Services” has been prepared to seek permission to award the procurement of the FM Lift Maintenance Services Contract.

2. Summary of evidence used to support this assessment

The DIA for the Gateway 1 Report detailed the likely impact of proposed changes as staff TUPE transfer from Medway Norse to the Council (in the case of the Gun Wharf Team), but this contract will see services delivered by a new contractor replacing Medway Norse.

As such, given Medway Norse and the new contractors have all evidenced in their tenders that they meet legislative requirements and comply with the Equalities Act, there is no adverse impact of the proposed change. During the mobilisation period, the Council will review plans and proposals to support Medway Council with their policy objectives and also deliver Social Value.

3. What is the likely impact of the proposed change?

Protected characteristic groups (Equality Act 2010)	Adverse impact	Advance equality	Foster good relations
Age	No	No	No
Disability	No	No	No

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Gender reassignment	No	No	No
Marriage/civil partnership	No	No	No
Pregnancy/maternity	No	No	No
Race	No	No	No
Religion/belief	No	No	No
Sex	No	No	No
Sexual orientation	No	No	No
Other (e.g. low income groups)	No	No	No

4. Summary of the likely impacts

For this contract, the indicative TUPE list from Medway Norse does not indicate any TUPE implications, however, the final TUPE list may indicate staff that will be required to transfer to the new contractor. In this instance, staff will transfer from Medway Norse to the appointed contractor, with protected terms and conditions.

During the contract mobilisation period, the Council's Diversity and Inclusion policies will be shared again with contractors, and specialist HR support will be available to ensure there are no adverse implications on any groups protected characteristics in the transfer from Medway Norse to the new contractor and delivery of the new contracts.

5. What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?

Part of the mobilisation process with the new contractor will involve:

- Reviewing any recruitment plan if the contractors require additional staff to deliver the new contracts. Medway Council can advise of the local network to improve equality of opportunity and foster good relations.
- Ensure the new contractors are fully aware of the Council's specific policies in relation to Equality and protected characteristics.

6. Action plan

Action	Lead	Deadline or review date
DIA Review in the monthly Contract Management meeting.	Contract Manager	Monthly

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7. Recommendation

Ensure DIA is a standing agenda item in the monthly Contract Management meeting. Any actions for review by the new sub-contractor will need to be reviewed and approved by the FM & Capital Projects Team to ensure compliance with statutory legislation and Council policies and procedures.

8. Authorisation

The authorising officer is consenting that the recommendation can be implemented, sufficient evidence has been obtained and appropriate mitigation is planned, the Action Plan will be incorporated into the relevant Service Plan and monitored

Assistant Director

Sunny Ee

Date of authorisation

4 December 2025