

## Resident Impact Assessment

**Title of policy, procedure, function, service activity or financial decision: Procurement Strategy – General Building Works for Housing Repairs Service , Special Projects Team and Housing Legal Repairs.**

**Service Area: Housing and Social Services**

### 1. What are the intended outcomes of this policy, function etc?

This contract is for the delivery of responsive repairs, legal disrepair and specialist projects for the residents of Islington. The contract consists of two (2) lots. Lot 1 will be for a framework agreement of four (4) general building contractors to support the Housing Repairs service including out of hours, and to provide resources to the Special Projects Team. Lot 2 seeks to procure one contractor to undertake borough-wide repairs and maintenance works that are the subject of a claim for disrepair for the specified term of the agreement.

### 2. Resident Profile

Who is going to be impacted by this change i.e. residents/service users/tenants? Please complete data for your service users. If your data does not fit into the categories in this table, please copy and paste your own table in the space below. Please refer to **section 3.3** of the guidance for more information.

		Tenants	Leaseholders
Gender	Female	58.7%	52.3%
	Male	40.3%	47.7%
	Transgender	0.1%	0%
Age	Under 20	0.3%	0.1%
	20 - 29	10.5%	4.3%
	30 - 39	16.0%	21.2%
	40 - 49	22.2%	27.9%
	50 - 59	20.5%	23.4%
	60-69	13.4%	12.6%

	<b>70 and over</b>	<b>17.2%</b>	<b>10.5%</b>
<b>Disability</b>	<b>Blind/Visually Impaired</b>	<b>2.1%</b>	<b>1.0%</b>
	<b>Deaf/Hearing Impaired</b>	<b>2.1%</b>	<b>1.5%</b>
	<b>Learning Difficulty</b>	<b>2.1%</b>	<b>0.3%</b>
	<b>Mental Illness</b>	<b>11.4%</b>	<b>1.3%</b>
	<b>Mobility Difficulty</b>	<b>5.1%</b>	<b>1.4%</b>
	<b>No Disability</b>	<b>57.7%</b>	<b>81.7%</b>
	<b>Other Disability</b>	<b>13.8%</b>	<b>9.2%</b>
	<b>Physical Difficulty</b>	<b>5.3%</b>	<b>3.3%</b>
	<b>Wheelchair User</b>	<b>0.5%</b>	<b>0.2%</b>
<b>Sexual orientation</b>	<b>LGBT</b>	<b>3.6%</b>	<b>6.7%</b>
	<b>Heterosexual/straight</b>	<b>96.4%</b>	<b>93.3%</b>
<b>Race</b>	<b>BME</b>	<b>42.4%</b>	<b>35.8%</b>
	<b>White</b>	<b>57.5%</b>	<b>64.2%</b>
<b>Religion or belief</b>	<b>Buddist</b>	<b>1.1%</b>	<b>1.6%</b>
	<b>Christian</b>	<b>58.8%</b>	<b>55.7%</b>
	<b>Hindu</b>	<b>0.5%</b>	<b>2.4%</b>
	<b>Humanist</b>	<b>0.4%</b>	<b>0.8%</b>
	<b>Judaism</b>	<b>0.3%</b>	<b>1.4%</b>
	<b>Muslim</b>	<b>16.9%</b>	<b>7.6%</b>
	<b>No Religion</b>	<b>19.6%</b>	<b>28.5%</b>
	<b>Other Religion</b>	<b>1.8%</b>	<b>1.3%</b>
	<b>Rastafarian</b>	<b>0.4%</b>	<b>0.1%</b>
<b>Sikh</b>	<b>0.2%</b>	<b>0.5%</b>	

### 3. Equality impacts

With reference to the [guidance](#), please describe what are the equality and socio-economic impacts for residents and what are the opportunities to challenge prejudice or promote understanding?

- Is the change likely to be discriminatory in any way for people with any of the protected characteristics? There is no change to the service. The general build and legal repair contracts are due to expire and require replacement. There will be an improvement to how the service is delivered as the number of contractors available for general build repairs will increase from three to four. Special Projects Team who traditionally undertook quoted works will have four dedicated contractors to undertake specialist projects aimed at improving estates and community spaces with cost savings as an added benefit. The delivery of this service will not discriminate against anyone with protected characteristics.
- Is the proposal likely to have a negative impact on equality of opportunity for people with protected characteristics? Are there any opportunities for advancing equality of

opportunity for people with protected characteristics? This procurement will not have any negative impact on any persons within the protected characteristics groups. The procurement will have a positive impact on people with protected characteristics by ensuring their properties are equally maintained to a high standard achieving a higher quality of life. Access to the discretionary repairs service will also enable vulnerable groups to get repairs undertaken that would normally be part of residents tenancy agreement to maintain. Potential service providers will be asked a scored question during the procurement process about how they assess and manage general build repairs for customers with any of the equalities characteristics. Service providers are expected to consider translation services for customers where English is not their first language, BSL translators for deaf and hard of hearing customers, how to meet religious requirements e.g. protective covering for footwear within properties, taking time and demonstrating extra care and patience with residents' who are elderly or have mobility impairments. It is a contractual requirement for service providers to work to Islington Council's policies and procedures, where equality, diversity and an accessible service for all is factored into service delivery procedures.

- Is the proposal likely to have a negative impact on good relations between communities with protected characteristics and the rest of the population in Islington? Are there any opportunities for fostering good relations? There will be no negative impact on relations as outlined above. In addition, specialist projects are identified at a local level through consultation with local residents. This contract will allow the Special Projects Team, through the delivery of its specialist projects, which are aimed at improving estates and community spaces, to continue to foster good relations between the council, tenants and leaseholders which will include those with protected characteristics.
- Is the proposal a strategic decision where inequalities associated with socio-economic disadvantage can be reduced? Repairs to both the external and internal parts of properties need to happen regardless of the tenants' employment/financial status. Islington Council has an obligation to keep its housing properties in good repair (Part 2 of the Housing Act 1985; section 11 of the Landlord and Tenant Act 1985; tenancy conditions and right to buy lease). Leaseholders are responsible under the terms of their lease(s) for internal repairs to their property. However, Leaseholders will be consulted and will be recharged for external repairs only. Social value is considered and written into the contract terms including offering London living wage, a minimum number of apprenticeship opportunities, work experience placements, job shadowing and training opportunities. The Employment Engagement Team attend quarterly Core Group meetings with service providers, where other community benefits are considered and arranged such as assisting with training sessions for residents through contributions of equipment or materials and assisting with the delivery of the training.

## 4. Safeguarding and Human Rights impacts

### a) Safeguarding risks and Human Rights breaches

Please describe any safeguarding risks for children or vulnerable adults AND any potential human rights breaches that may occur as a result of the proposal? Please refer to **section 4.8** of the [guidance](#) for more information.

Safeguarding is a key aspect of the contractors induction. Contractors appointed to deliver services on behalf of the council are required to have DBS checks for all of their staff working on an Islington contract, including any subcontractors they use and this must be evidenced. This is checked on a quarterly basis to ensure any service providers staff changes are taken into consideration. Service providers are not allowed to enter a property unless an adult over the age of 18 is present. Service providers are given leaflets and information regarding safeguarding and reporting any safeguarding concerns back to Islington Council. They also have to attend mandatory safeguarding training delivered by Islington Council. These are all contractual requirements irrespective of whether the contractor works internally or externally to residents' properties.

**If potential safeguarding and human rights risks are identified then please contact [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk) to discuss further:**

## 5. Action

How will you respond to the impacts that you have identified in sections 3 and 4, or address any gaps in data or information?

For more information on identifying actions that will limit the negative impact of the policy for protected groups see the [guidance](#).

Action	Responsible person or team	Deadline

Please send the completed RIA to [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk) and also make it publicly available online along with the relevant policy or service change.

**This Resident Impact Assessment has been completed in accordance with the guidance and using appropriate evidence.**

**Staff member completing this form:**

Signed: Razaul Karim / Alex Sarson \_\_\_\_\_

Date: [Click here to enter a date.](#)

**Head of Service or higher:**

Signed: \_\_\_\_\_

Date: [Click here to enter a date.](#)