

# Resident Impact Assessment

**Title of policy, procedure, function, service activity or financial decision:**

**Procurement Strategy/Contract Award for a New Single Homelessness Prevention Service**

**Service Area: Housing**

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

To set up a new Single Homelessness Prevention Service (SHPS) to relieve and prevent homelessness for single and childless couples with moderate support needs.

It is being set up in response to government legislation (2017 Homelessness Reduction Act) which requires all councils to take “reasonable steps” and develop a Personalised Housing Plan to prevent homelessness for this cohort within the next 56 days regardless of their support needs.

It will effectively provide a wraparound service – not just looking to address homelessness prevention, by aiming to improve clients’ wider personal circumstances – ranging from mental health, employment, family relationships and access to support services.

The service would help to transform Islington’s approach for this cohort, with a new dedicated hub established in the Council’s Housing Options service, looking to assist 1,500 households over three years.

The service will comprise of 6 components:

- PERSONAL HOUSING PLANS (PHPs) – agreed on entry to the service.
  - PREVENTION (Risk of losing a tenancy) – Mediation, income maximisation, signposting to address holistic needs
  - RELIEF (Already homeless) – Debt/income maximisation, secure PRS/RP/other appropriate forms of accommodation
  - SUSTAINMENT – On-going support for first 8 months; building skills and resilience to better equip clients to manage their tenancy.
  - ACCOMMODATION – Accommodation audit to identify/maximise all sources.
  - SPECIALIST PATHWAYS – For u35s, ex-/offenders, high need clients such as mental health issues, care leavers.
-

Other broader outcomes include:

Employment, Education & Training which will form a key component of the PHPs - baseline, track and support beneficiaries to enter and sustain EET through local work programmes.

## 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.

		Borough profile	Service User profile
		<b>Total: 206,285</b>	<b>Total:</b>
Gender	Female	51%	36%
	Male	49%	64%
Age	Under 16	32,825	0%
	16-24	29,418	14%
	25-44	87,177	52%
	45-64	38,669	33%
	65+	18,036	0.01%
Disability	Disabled	16%	7%
	Non-disabled	84%	93%
Sexual orientation	LGBT	No data	Borough Profile Assumed
	Heterosexual/straight	No data	Borough Profile Assumed
Race	BME	52%	65%
	White	48%	35%
Religion or belief	Christian	40%	Borough Profile Assumed
	Muslim	10%	Borough Profile Assumed
	Other	4.5%	Borough Profile Assumed
	No religion	30%	Borough Profile Assumed
	Religion not stated	17%	Borough Profile Assumed

## 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?

The new SHPS service will be designed with the core objective of being person-centred, outcome-focused, which delivers fair and cost effective use of public resources as a payments by results contract.

**Ensuring Accessibility:**

Based on delivery experience, that for cultural reasons, many individuals may resist accessing support from statutory services, or only do so when the situation is beyond repair. As such, the service will proactively engage all service users through a range of external delivery partners, ensuring we eliminate barriers and maximise accessibility for those from all backgrounds:

- Language: engaging translation services for those with ESOL needs; signposting to appropriate external partners and supporting their learning
- Physical impairment/mobility: providing home visits where necessary
- Learning difficulties/disabilities: ensuring materials are accessible and staff have training
- Culture/religion: Engagement with the right community groups

**Engaging Effectively:**

- Publicising the SHPS through local community groups and partners, through marketing materials (posters / emails) including materials translated into the predominant languages
- Building relationships with key local community and faith groups and establishments
- Inviting local stakeholders to a bi-annual stakeholder meeting to share information about the service, and provide an opportunity for stakeholders to feedback on the perceived benefits, barriers and challenges of our services
- Ensuring all staff undertake Equality and Diversity training, including identifying and disseminating across the team any languages spoken or practiced (i.e. Sign) by team members.

**Positive impacts/opportunities identified:**

The service will have positive impacts for residents with protected characteristics. It is these residents that are most likely to benefit from the service, given that causes of becoming homeless are closely linked to the stigma that is often wrongly perceived by society. As such, the service will reduce the socio-economic disadvantage in terms of inequalities.

As part of the broader outcomes, service users will benefit from access to education/ training or employment; mediation support/reconnections with friends and family; budgetary management and benefits advice; and access to other support services.

**Potential negative impacts identified:**

The one exception may be where a presenting client is pregnant. However, even under this circumstance, the service would look to work with the Council's Housing Options in-house team to assist the service user in preventing or relieving the risk of homelessness.

Overall the proposed service will have a positive effect on vulnerable adults in Islington.

---

## 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.

There are no anticipated safeguarding risks attributed to this contract. All providers will be expected to work within Islington's Safeguarding Procedures for Adults and Children's and will be required to ensure that all Staff have the relevant DBS checks.

There are no anticipated Human Rights Breaches as part of introducing this new service which will actually provide an enhanced offer to clients.

**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
We will ensure that the provider and their sub-contractors develops clear tailored individual PHPs and continue to work with service users to support them through any changes. These will ensure appropriate interventions are put in place to support individuals at risk of becoming homeless.	Housing Options Service	Start June 2019, and on-going throughout the life of the service
Clear communications plan in place to ensure service users are engaged with in a timely and appropriate way leading up to and upon entry to the service, which is maintained throughout their customer journey.	Housing Options Service	Start June 2019, and on-going throughout the life of the service

Please send the completed RIA to [equalites@islington.gov.uk](mailto:equalites@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:**

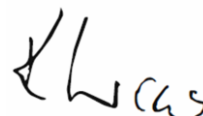
**Head of Service or higher:**

Signed:



Date: 21/03/2019

Signed:



Date: 21/03/2019