

# Resident Impact Assessment

**Title of policy, procedure, function, service activity or financial decision: Procurement Strategy for Electrical Repairs and Maintenance including Out of Hours Cover**

**Service Area: Repairs and Maintenance**

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

This contract is for the delivery of electrical repairs to Islington Council residential properties and communal areas. It will include domestic electrical repairs, electrical testing where required, low energy extractor fan repair and installation, communal and estate lighting.

## 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	Housing Profile
		Total: 206,285	Total: 52,631
Gender	Female	51%	54%
	Male	49%	46%
Age	Under 16	32,825	9,494
	16-24	29,418	6,063
	25-44	87,177	17,631
	45-64	38,669	12,684
	65+	18,036	6,756
Disability	Disabled	16%	35%
	Non-disabled	84%	65%
Sexual orientation	LGBT	No data	N/A
	Heterosexual/straight	No data	N/A
Race	BME	52%	50%
	White	48%	50%

Religion or belief	Christian	40%	42%
	Muslim	10%	16%
	Other	4.5%	3%
	No religion	30%	16%
	Religion not stated	17%	23%

### 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 will be no change to the service and how it is delivered. An existing contract due to expire requires a replacement and only the service provider will change. 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. Diversity and equality are considered during the procurement process. Potential service providers will be asked a scored question during the procurement process, regarding how they will manage electrical repairs for customers with any of the protected 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, to name a few. 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 not be any negative impact on relations, as outlined above.**
- Is the proposal a strategic decision where inequalities associated with socio-economic disadvantage can be reduced? **The repairs and maintenance of domestic**

and communal electrics, need to happen irrespective of the tenants' employment/financial status. Islington Council has a duty to carry out electrical repairs and keep items such as wiring, sockets and switches in good working order as part of The Secure Tenant's of Local Housing Authorities (Right-to-Repair) Regulations 1994. Leaseholders will be consulted and will be recharged for the cost of communal electrical repairs and estate lighting. Social value is considered and written into the contract terms including offering 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 shadowing for work experience, after school jobs and assisting with training sessions for residents and Islington Council staff.

## 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.

All of the service providers appointed by repairs and maintenance are required to have DBS checks for all of their staff working on an Islington contract, including any subcontractors they may use and this must be evidenced. It is also 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 [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:**

Signed: 

Date: 27/3/19 Click here to enter a date.

**Head of Service or higher:**

Signed: 

Date: 27/3/19 Click here to enter a date.