

## Resident Impact Assessment

### Procurement Strategy for Roofing Repair Works (with provision for scaffolding)

#### Service Area: Repairs and Maintenance

## 1. Intended outcomes

This contract is for the delivery of roofing (provision of scaffolding) repairs and maintenance to Islington Council residential properties, estates and communal areas and facilities. The current contract is due to expire and a new service provider is required.

## 2. Resident Profile

The group within Islington which is going to be impacted by this contract are primarily council tenants, council leaseholders and other residents of and visitors to Islington Council homes and estates where works are being carried out. Below is the know diversity profile for Islington council tenants and leaseholders.

		Tenants	Leaseholders
Gender	Female	59.7%	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%
	70 and over	17.2%	10.5%
Disability	Blind/Visually Impaired	2.1%	1.0%
	Deaf/Hearing Impaired	2.1%	1.5%
	Learning Difficulty	2.1%	0.3%
	Mental Illness	11.4%	1.3%
	Mobility Difficulty	5.1%	1.4%

	<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>Buddhist</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

It is anticipated that the delivery of this contract for the provision of roofing repair works to council homes and estates will not discriminate against any individuals with protected characteristics living in council homes or visiting council homes or estates. The delivery of the contract will have a positive impact on all residents including those with protected characteristics as it is designed to ensure that all council residential properties and estates are kept watertight and in a good condition. The repairs and maintenance of these properties needs to happen irrespective of residents' employment/financial status. Islington Council has a duty to provide roofing repairs and keep roofs watertight and in a good condition as part of The Secure Tenants of Local Housing Authorities (Right-to-Repair) Regulations 1994. Leaseholders will be consulted and will be recharged for the cost of these services.

Arrangements proposed within the procurement process for this contract will have a positive impact on groups with protected characteristics as diversity and equality implications will be considered during the procurement. Potential service providers will be asked a series of questions which will be scored during the procurement process. Scoring will take account of how service providers propose to take due consideration to equality and diversity in the delivery of this contract in a number of ways.

Service providers' responses to this question will be expected to clearly demonstrate how they will communicate effectively with residents impacted by works they are carrying out. Particular attention will be paid to what arrangements they will put in place to ensure they can communicate appropriately with residents with protected characteristics who may have

different communication needs, in particular residents with a disability, those for whom English is not their first language and elderly residents.

Service providers' will also be expected to explain clearly how they will take account of any access difficulties and disruption residents may experience to their homes, block or parts of the estate affected by roofing and scaffolding works they are carrying out and how these can be minimised. In particular responses are expected to clearly set out what reasonable adjustments the service provider can make to works carried out, in particular when scaffolding is involved, to minimise access problems and disruption to residents with protected characteristics in particular disabled residents, older and younger residents

Service providers will also be expected to clearly explain how they will deliver their services to ensure the health and safety for all residents and members of the public is protected and again any additional health and safety measures they will put in place to ensure individuals with protected characteristics are protected sufficiently.

The answers given by the successful service provider to the quality questions within the procurement process will form part of the contract documents for the provision of this service and performance against these commitments will be monitored by the Housing Repairs Service. In addition, it is a contractual requirement for service providers to work to Islington Council's policies and procedures covering health and safety and equality and diversity.

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 throughout the delivery of this contract. The council's Employment Engagement Team will attend quarterly Core Group meetings with the successful service provider, where commitments made to deliver Social Value requirements will be monitored and enforced if necessary with the chosen service provider.

It is not anticipated that the delivery of this contract will have any negative impact on relations between communities with protected characteristics and the rest of the population in Islington.

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## 4. Safeguarding and Human Rights impacts

### a) Safeguarding risks and Human Rights breaches

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 use and this must be evidenced. It is also checked on a quarterly basis to ensure any staff changes within the service provider's workforce 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 during the contract mobilisation stage. They also have to attend mandatory safeguarding training

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delivered by Islington Council. These are all contractual requirements irrespective of whether the contractor works internally or externally to residents' homes.

There is no anticipated risk of Human Rights breaches linked to the delivery of this contract.

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## 5. Action

As there are no negative impacts identified, no mitigating actions are required. As stated in section 3, service providers will be scored and monitored closely around their approach to equality and diversity."

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

**Staff member completing this form:**

Signed: Liz Czarnecka

Date: 06/03/2019

**Head of Service or higher:**

Signed: Matt West

Date: 25/04/2019