

Resident Impact Assessment

Procurement Strategy for Lift Repairs and Maintenance

Service Area: Housing and Social Services

1. Intended outcomes

This contract is for the delivery of repairs and servicing to Islington Council residential properties and public building lifts. The current contract is due to expire and a new service provider is required.

2. Resident Profile

The group		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%
	No Disability	57.7%	81.7%
	Other Disability	13.8%	9.2%
	Physical Difficulty	5.3%	3.3%

	Wheelchair User	0.5%	0.2%
Sexual orientation	LGBT	3.6%	6.7%
	Heterosexual/straight	96.4%	93.3%
Race	BME	42.4%	35.8%
	White	57.5%	64.2%
Religion or belief	Buddist	1.1%	1.6%
	Christian	58.8%	55.7%
	Hindu	0.5%	2.4%
	Humanist	0.4%	0.8%
	Judaism	0.3%	1.4%
	Muslim	16.9%	7.6%
	No Religion	19.6%	28.5%
	Other Religion	1.8%	1.3%
	Rastafarian	0.4%	0.1%
	Sikh	0.2%	0.5%

3. Equality impacts

There is no change to the service and how it is delivered. An existing contract due to expire requires replacement and only the service provider will change. It is anticipated that the delivery of this service will not discriminate against anyone with protected characteristics.

The delivery of this contract will have a positive impact on vulnerable groups as it is designed to ensure that lifts remain in service and working safely allowing residents to be able to continue to access and leave their homes. It also allows care services and other home assistance services to access resident properties. Vulnerable residents and visitors to the borough will also be able to continue to access Islington's public buildings.

Arrangements proposed within the procurement process for this contract will have a positive impact on groups with protected characteristics as diversity and equality will be considered during the procurement. Potential service providers will be asked a series of scored questions during the procurement process about how they will assess and take into account equality and diversity in the delivery of this contract.

Service providers' responses to this question will be expected to clearly demonstrate how they will communicate with customers with any of the equality characteristics and to consider the impact the service has on customers and how they can mitigate impact of lift breakdowns on mobility impaired residents who rely on the lift.

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. Also 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.

The repairs and servicing of these lifts needs to happen irrespective of residents' employment/financial status. As Islington Council provides lifts it has a duty under Health and Safety Legislation to ensure lifts are in safe working order. Leaseholders will be consulted and will be recharged for the cost of these services.

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 the successful service provider, where where commitments made to deliver Social Value requirements will be monitored and enforced if necessary with the chosen service provider.

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 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 during the contract mobilisation stage. 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.

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

5. Action

No additional actions have been identified.

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: 06/04/2018

Head of Service or higher:

Signed: Matt West

Date: 06/04/2018