

Resident Impact Assessment

Procurement Strategy – General Building Works for Housing Repairs Service, Special Projects Team and Housing Legal Repairs.

Service Area: Repairs and Maintenance

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

This contract is for the delivery of responsive repairs, legal repair works and specialist projects for the residents of Islington. The contract consists of two lots. Lot 1 will be to procure four 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 legal claim for disrepair.

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 carried out.

Below is the known diversity profile for Islington council tenants and leaseholders.

		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%
	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	Buddhist	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 and only the service providers will change. There will be an improvement to the service 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 the use of a pool of four 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.

It is anticipated that the delivery of this procurement will not have any negative impact on any persons within the protected characteristics groups living in or visiting council homes and estates. The delivery of the contracts will have a positive impact on all residents including those with protected characteristics as they are designed to ensure that council residential properties and estates are maintained to a high standard. Access to the discretionary repairs service will also enable vulnerable groups to get repairs undertaken that would normally be part of a resident's tenancy agreement to maintain. 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.

The planned arrangements for delivery of this procurement process will have a positive impact on groups with protected characteristics as equality and diversity will be considered as part of the procurement. Potential service providers will be asked scored questions during the procurement process. Scoring will take into account how service providers propose to take due consideration to equality and diversity in the delivery of these contracts in a number of ways. This will include how they will engage and communicate with residents during the delivery of the works. Attention will be paid to what arrangements they will have in place to ensure that they can communicate with residents with any of the protected characteristics. For example, Service providers will be expected to consider BSL translators for deaf and hard of hearing customers, translators for customers where English is not their first language. Service providers will be expected to show how they will ensure dignity and respect for customers in regard to religious beliefs e.g. protective covering for footwear within properties, ensuring cultural sensitivity is maintained with regards to social boundaries and by taking time and demonstrating extra care and patience with residents who have mobility impairments or who are elderly.

Service providers will also be expected to clearly demonstrate how they will deliver services to ensure the health and safety of all residents and members of the public is protected during works. They will also be expected to explain any additional health and safety measures they will put in place to ensure individuals with protected characteristics are sufficiently protected. It is a contractual requirement for service providers to work to Islington Council's policies and procedures, where equality, diversity, an accessible and safe service for all is factored into service delivery procedures.

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.

There are opportunities for fostering good relations in regards to residents as specialist projects are identified at a local level through consultation with local residents. These contracts will facilitate the Special Projects Team to deliver locally identified improvements to estates and community spaces and facilities.

Social Value is considered and written into the contract terms including offering a number of apprenticeship opportunities, work experience placements, job shadowing and training opportunities. The Employment Engagement Team will attend quarterly Core Group meetings with the successful service providers, where commitments made to deliver Social Value requirements will be monitored and if necessary, enforced with the successful service providers. Other community benefits will also be considered and arranged, such as shadowing for work experience, after school jobs and assisting with training sessions for residents and Islington Council staff.

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

4. Safeguarding and Human Rights impacts

Safeguarding is a key aspect of the successful providers' induction. 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. This information is checked and updated on a quarterly basis to ensure any service provider's 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.

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

5. Action

Action	Responsible person or team	Deadline
No additional actions have been identified.		

Please send the completed RIA to 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: 05/10/2018

Head of Service or higher:

Signed: 

Date: 05/10/2018