

# Resident Impact Assessment

## Supply and Installation of Scaffolding for Housing Repairs

### Service Area: Repairs and Maintenance

#### 1. Intended outcomes of this policy/function

This contract is for the supply and installation of scaffolding to external property and communal areas, in order for the Housing Repairs Team to carry out essential repairs such as roofing work, guttering repairs and high level window repairs.

#### 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.

		Borough Profile	Service User Profile
		<b>Total: 206,285</b>	<b>Total: 52,631</b>
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%

	<b>White</b>	<b>48%</b>	<b>50%</b>
<b>Religion or belief</b>	<b>Christian</b>	<b>40%</b>	<b>42%</b>
	<b>Muslim</b>	<b>10%</b>	<b>16%</b>
	<b>Other</b>	<b>4.5%</b>	<b>3%</b>
	<b>No religion</b>	<b>30%</b>	<b>16%</b>
	<b>Religion not stated</b>	<b>17%</b>	<b>23%</b>

### 3. Equality impacts

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.

It is anticipated that the delivery of this procurement will not have any negative impact on any persons within the protected characteristics groups. The delivery of the contract will have a positive impact on all residents including those with protected characteristics as it a service designed to facilitate roofing repair works to council residential properties and estates and to ensure they are maintained in a good condition and are watertight and safe. This needs to happen regardless of residents' employment /financial status. Leaseholders will be consulted and will where applicable be recharged for the cost of these services.

Diversity and equality are considered during the procurement process. Potential service providers will be asked scored questions during the procurement process, including how they will manage scaffolding installation and dismantling effecting customers with any of the protected equalities and/or characteristics. This will include how they will engage and communicate with residents whilst delivering the works. Specific attention will be paid to what arrangements they will put in place to ensure they can communicate effectively with residents with any of the protected characteristics. For example, 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. The service provider will be asked to show how they will ensure dignity and respect for customer in regards to religious beliefs 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.

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

The installation of scaffolding in order for the in-house repairs team to carry out repairs, needs to happen irrespective of the tenants' employment/financial status. Islington Council has a duty to carry out roofing repairs and keep items such as roofs and skylight windows water tight and in good working order 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 scaffold installation and removal.

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 council’s Employment Engagement Team attend quarterly Core Group meetings with the successful service provider. 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.

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.

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## 4. Safeguarding and Human Rights impacts

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.

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## 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: Laina Thomas

Date: 27/03/2019

**Head of Service or higher:**

Signed: Matt West

Date: 27/03/2019