

Resident Impact Assessment

Procurement Strategy for Domestic Gas Boiler Installation, Servicing and Responsive Repairs

Service Area: Housing Gas Service Team

1. Intended outcomes

These contracts are for the delivery of Domestic Boiler Installations, Servicing and Responsive Repairs to Islington Council's tenanted properties. The current contracts are due to expire and new service providers are required.

2. Resident Profile

The group within Islington which is going to be impacted by these contracts are primarily council tenants. Below is the known diversity profile for Islington council tenants.

		Tenants
Gender	Female	59.7%
	Male	40.3%
	Transgender	0.1%
Age	Under 20	0.3%
	20 - 29	10.5%
	30 - 39	16.0%
	40 - 49	22.2%
	50 - 59	20.5%
	60-69	13.4%
	70 and over	17.2%
Disability	Blind/Visually Impaired	2.1%
	Deaf/Hearing Impaired	2.1%
	Learning Difficulty	2.1%
	Mental Illness	11.4%
	Mobility Difficulty	5.1%
	No Disability	57.7%

	Other Disability	13.8%
	Physical Difficulty	5.3%
	Wheelchair User	0.5%
Sexual orientation	LGBT	3.6%
	Heterosexual/straight	96.4%
Race	BME	42.4%
	White	57.5%
Religion or belief	Buddhist	1.1%
	Christian	58.8%
	Hindu	0.5%
	Humanist	0.4%
	Judaism	0.3%
	Muslim	16.9%
	No Religion	19.6%
	Other Religion	1.8%
	Rastafarian	0.4%
	Sikh	0.2%

3. Equality impacts

It is anticipated that the delivery of the contracts for the provision of the domestic gas boiler installation, servicing and repairs to council homes will not discriminate against any individuals with protected characteristics living in council homes or visiting council homes or estates. The delivery of the contracts will have a positive impact on all tenants including those with protected characteristics as it is designed to ensure that all council residential properties meet the statutory obligations under the Gas Safety (Installation and Use) Regulations 1998 irrespective of residents' employment/financial status.

Arrangements proposed within the procurement process for these contracts 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 these contracts 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 the 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 Gas 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.

4. Safeguarding and Human Rights impacts

a) Safeguarding risks and Human Rights breaches

All of the service providers appointed by the gas servicing team 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 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.

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
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Date: 27/08/2019

Head of Service or higher:

Signed
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Date: