

Resident Impact Assessment

Procurement Strategy for Electrical Repairs and Maintenance including Out of Hours Cover

Service Area: Housing Repairs and Maintenance

1. Intended outcomes

This contract is for the delivery of electrical repairs to Islington Council residential properties and communal areas. It will include domestic electrical repairs, fire alarm repair and installation, electrical testing where required, low energy extractor fan repair and installation, communal and estate lighting.

2. Resident Profile

The groups within Islington which are going to be impacted by this contract are primarily council tenants, council leaseholders and other residents and visitors to Islington Council homes as well as estates where works are being carried out. Below is the known diversity profile for Islington council tenants and leaseholders. Source Islington Public Health 2019.

		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

It is anticipated that the delivery of this this contract for electrical repairs and maintenance 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 maintained in a good and safe condition. The repairs and maintenance of domestic and communal electrics need to happen irrespective of the tenants' employment/financial status. Islington Council has a duty to carry out electrical repairs and keep items such as wiring, sockets and switches 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 communal and estate repairs in keeping within the terms of their lease.

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 have been asked a series questions which will be scored during the procurement process. Scoring has taken account of how service providers propose to take due consideration of quality and diversity in the delivery of this contract in a number of ways.

Service providers' responses to these questions demonstrate clearly how they will communicate effectively with residents impacted by the works they are carrying out. Particular attention was paid to what arrangements they have 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, elderly residents and those for whom English is not their first language.

Service

Service Providers clearly explained 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. In addition, it is a contractual requirement for service providers to work to Islington'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 apprenticeships, work experience placements, job shadowing and training opportunities throughout the delivery of the contract. The council's Employment Engagement Team will attend quarterly core meetings with the successful provider, where commitments made in respect of the delivery of 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 negative relations between communities with protected characteristics and the rest of the population in Islington.

1. 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 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. Safeguarding is discussed during the mobilisation stage, at pre-contract meetings held. Service providers 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.

2. Action

As there are no negative impacts identified, no mitigating actions are required.

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

Staff member completing this form:

Signed: Sophia Lall

Date: 27/03/2019

Head of Service or higher:

Signed: Matt West

Date: 27/03/2019