

## Resident Impact Assessment

### Contract Award for communal heating maintenance and responsive repairs contract, including out of hours cover

#### Service Area: Capital Programme Delivery

## 1. Intended outcomes of this function

This contract is for the delivery of a communal heating maintenance and responsive repairs service to communal heating systems which provide heating and hot water to a number of Islington Council residential properties on estates across Islington which are connected to communal heating systems. This include estates which are managed by local estate based tenant management organisations which also have a communal heating system. These working include all repairs and maintenance tasks associated with the continued operation of these existing communal heating systems on Islington Council estates.

## 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
		Total: 206,285	Total: 52,631
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
	BME	52%	50%

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

### 3. Equality impacts

There is no change to the service and how it is delivered. An existing contract is due to terminate on 14 May 2020 and requires 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 service will not have any negative impact on any persons within the protected characteristics groups living or visiting council homes and 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 communal systems supplying heating and hot water to all council residential properties on estates with such systems are maintained in a good condition to ensure their continued operation.

Islington Council has a duty as a local authority landlord to ensure it provides accommodation to its residents which are adequately heated and have access to hot and cold running water. This needs to happen regardless of residents' employment /financial status.

This contract is to be awarded on urgent grounds as a result of the failure of the previous contract awarded following a procurement process which took place 2018. Leaseholders were consulted as part of the original procurement process and will where applicable be recharged for the cost of the services delivered as part of this contract. The new contract is to be awarded to the tenderer that was scored in second place as part of this previous procurement process.

The procurement process run in 2018 had a positive impact on groups with protected characteristics as diversity and equality will be considered during the procurement. Potential service providers were asked scored questions during the procurement process. Scoring took into account how service providers proposed to take due consideration to equality and diversity in the delivery of this contract in a number of ways. This included 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 were expected to consider translation services for customers where English is not their first language, BSL translators for deaf and hard of hearing customers. Potential service providers were asked to demonstrate how they will ensure dignity and respect for customers in regards to religious beliefs e.g. protective covering for footwear within properties, ensuring cultural sensitivity is maintained with regards to respecting social boundaries and by taking time and demonstrating extra care and patience with residents' who are elderly or have mobility impairments.

Service providers were also expected to clearly explain how they will deliver services to ensure the health and safety for all residents and members of the public is protected. They were also asked to describe any additional health and safety measures they will put in place to ensure the specific needs of individuals with protected characteristics are sufficiently taken into account. 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 answers given by the successful service provider to the quality questions within the procurement process form part of the contract documents for the provision of this service and performance against these commitments will be monitored by the Capital Programme Delivery team. 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 number of apprenticeship opportunities, work experience placements, job shadowing and training opportunities. The council's Employment Engagement Team will attend quarterly Core Group meetings with the service provider, where commitments made to deliver Social Value requirements will be monitored and if necessary, enforced using the contract terms.

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

#### 4. Safeguarding and Human Rights impacts

All of the service providers appointed by the Housing Department 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 to the council. This information is checked and updated on a quarterly basis to ensure any staff changes within the service provider's workforce delivering works to Islington Council 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 setting out the council's requirements relating to safeguarding of vulnerable adults and children and their duty to report any safeguarding concerns they may have 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 service provider works internally or externally to residents' properties.

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

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

**Staff member completing this form:**

Signed: Christine Short

Date: 19/03/2020

**Head of Service or higher:**

Signed: Simon Kwong

Date: 19/03/2020