

## Resident Impact Assessment

### Procurement Strategy for Void Reservicing, Refurbishment and New Tenancy Repairs

#### Service Area: Repairs and Maintenance

## 1. Intended Outcomes

This contract is for the delivery of reservicing to void properties and the refurbishment of major works voids to ensure they are let in a timely manner and to a high quality lettable standard. This will also include any void reservicing to properties used for general needs temporary accommodation and any required repairs within the first eight weeks of a new tenancy.

## 2. Resident Profile

The group within Islington which is going to be impacted by this contract are primarily council tenants and Islington residents on the housing register. The properties are empty and there are no active tenancies when the works are carried out, however those awaiting housing are impacted by the timeliness of service delivery.

|                    |                       | 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%                  |
|                    | White                 | 48%                   | 42%                  |

|                           |                            |             |            |
|---------------------------|----------------------------|-------------|------------|
| <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 expire on 30<sup>th</sup> June 2021 and requires replacement and only the service providers 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. 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 residents within the borough listed on the housing register, including care leavers, have an opportunity to access social housing that is in a high quality lettable standard and ready to move into. Islington Council has a duty to allocate housing in accordance with Part 6 of the Housing Act 1996 and as such, void properties need to be efficiently reserviced, to a lettable standard in order to comply with legislation. Any residents with mobility impairments are identified during the property viewing stage and if they are successful to acquire a tenancy for the property, an assessment is made for any required adaptations within the property. Any adaptations are carried out prior to the resident moving into the property and although this is carried out as part of a separate contract, the adaptations provider may need to work simultaneously with the service provider for this contract, in order to effectively carry out the work required. Void properties need to be reserviced in preparation for a resident to occupy the property and this needs to happen regardless of a tenants' employment or financial status. Leaseholders will not be affected by this service and services charges will not be applicable to leaseholders.

The planned arrangements for this procurement process will have a positive impact on groups with protected characteristics as diversity and equality will be considered during 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 this contract in a number of ways. This will include how they will engage and communicate with residents whilst delivering the works, however resident contact is minimal within this contract. 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 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 will also be 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 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 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.

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 successful service provider, where commitments made to deliver Social Value requirements will be monitored and if necessary, enforced with the successful service provider. 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**

All service providers appointed by Repairs and Maintenance are required to have DBS checks for all 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 must attend mandatory safeguarding training delivered by Islington Council. These are all contractual requirements irrespective of whether the service provider works within occupied or void properties.

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: Laina Thomas

Date: 15/07/2020

**Head of Service or higher:**

Signed:  Simon Kwong

Date: 26/08/2020