

# Resident Impact Assessment

## Procurement Strategy for Electrical Testing, Servicing and Associated Remedial Works.

### Service Area: Repairs and Maintenance

## 1. Intended outcomes

This contract is for the delivery of the Electrical Testing, Servicing and Associated Remedial works to Islington Council residential properties, communal buildings and estates. These works include electrical maintenance works and upgrades to existing installations and installation and testing of smoke detectors in domestic properties, communal buildings and 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.

		<b>Borough profile</b>	<b>Service User profile</b>
		<b>Total: 206,285</b>	<b>Total: 52,631</b>
<b>Gender</b>	<b>Female</b>	<b>51%</b>	<b>54%</b>
	<b>Male</b>	<b>49%</b>	<b>46%</b>
<b>Age</b>	<b>Under 16</b>	<b>32,825</b>	<b>9,494</b>
	<b>16-24</b>	<b>29,418</b>	<b>6,063</b>
	<b>25-44</b>	<b>87,177</b>	<b>17,631</b>
	<b>45-64</b>	<b>38,669</b>	<b>12,684</b>
	<b>65+</b>	<b>18,036</b>	<b>6,756</b>
<b>Disability</b>	<b>Disabled</b>	<b>16%</b>	<b>35%</b>
	<b>Non-disabled</b>	<b>84%</b>	<b>65%</b>
<b>Sexual orientation</b>	<b>LGBT</b>	<b>No data</b>	<b>N/A</b>
	<b>Heterosexual/straight</b>	<b>No data</b>	<b>N/A</b>
<b>Race</b>	<b>BME</b>	<b>52%</b>	<b>50%</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 expire on 29<sup>th</sup> October 2020 and requires replacement. 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 electrical installations within all council residential properties and estates are maintained in a good condition and are safe. Islington Council has a duty of care to carry out electrical, testing, servicing and remedial work under the recommendation and guidance of the 18<sup>th</sup> edition, IET Wiring Regulations: (BS7671:2018) to residential properties, communal buildings; such as community centres, concierge and reception centres. 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.

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. 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.

There are opportunities for fostering good relations in regards to residents who have a sight or hearing impairment. Innovation has been discussed regarding providing information in braille format to advise on next testing period, notification of testing and shut down in services to carry out planned upgrades. Adapted products could also be used for impaired residents through provision of flashing domestic smoke alarms.

Leaseholders are not included in the installation of smoke detectors, as they are responsible for any internal works to their property. This carries a potential risk. There is an opportunity to assist leaseholders by providing information and guidance in this regard.

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 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. 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 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.

## 5. Action

Action	Responsible person or team	Deadline
Communication with residents who have a sight impairment. Explore the provision of an adapted service to introduce the use of braille communications when notifying of the next electrical testing period and electrical upgrades and/or service shutdowns.	Mechanical and Electrical Engineering services.	Year 2 of contract
Residents who have a hearing impairment. Explore provision of flashing indicators on smoke detectors.	Mechanical and Electrical Engineering services.	Year 2 of contract
Leaseholder installation of smoke detectors. To arrange a forum for discussion to assist leaseholders with product information, leaflets and guidance on installation of smoke detectors.	Mechanical and Electrical Engineering services.	Year 1 of contract

**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: 08/07/2019

**Head of Service or higher:**

Signed: Matt West

Date: 08/07/2019