

Resident Impact Assessment

Open Tender for: Out-of-hours drainage works, in-hours backup support for repairs team and all drainage excavation repairs (including collapsed pipes)

Service Area: Housing Property Services

1. What are the intended outcomes of this policy, function etc?

This contract is for borough-wide drainage related works linked to Islington Council directly managed homes. The scope of work will include all out-of-hours drainage repairs and, in busy periods, backup support for our existing in-house drainage team, who currently provide the drainage repairs service during standard working hours. The contractor will also deliver specialist drainage excavation repairs, including the repairs of collapsed pipes.

2. Resident Profile

The group within Islington that this contract will impact are 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 orientatio	LGBT	No data	N/A
	Heterosexual/straight	No data	N/A
	BME	52%	50%

Race	White	48%	42%
Religion or belief	Christian	40%	16%
	Muslim	10%	3%
	Other	4.5%	13%
	No religion	30%	23%
	Religion not stated	17%	42%

3. Equality impacts

There is no change to the service and how it is delivered. The previous contract has ended and requires replacement, and only the service providers will change. The delivery of this service will not discriminate against anyone with protected characteristics.

The delivery of this procurement will not negatively impact any persons within the protected characteristics groups living in or visiting council homes and estates. This contract will affect the residents, including those with protected characteristics, positively by ensuring that council residential properties and estates are maintained to a high standard and residents have access to the necessary sanitation

The planned arrangements for this procurement will positively impact groups with protected characteristics as equality and diversity will be considered during the evaluation process. Potential service providers will be asked some scored questions, and the scoring will assess how the service providers propose to approach equality and diversity in delivering this contract. The evaluation will include questions on how the service providers intend to engage and communicate with residents during the delivery of the works, with particular attention paid to communication with residents with any protected characteristics. For example, service providers will have to consider BSL- translators for Deaf customers or foreign language translators for customers where English is not their first language. Service providers will need to show how they will ensure dignity and respect for customers regarding religious beliefs, for example, by wearing protective covering for footwear within properties or by showing cultural sensitivity by maintaining social boundaries. It might also include taking time, extra care, and patience with residents with mobility impairments or the elderly.

Service providers will also need to demonstrate how they will deliver the works, so the health and safety of all residents and members of the public are protected at all times. Health and safety are particularly pertinent due to the nature of the drainage-related works, which might require the service provider to cordon off or block some areas of an estate during the excavation work to prevent residents, including disabled people and children, from accessing these areas. The service providers will also need to explain any other health and safety measures they will put in place to ensure individuals with protected characteristics are sufficiently protected. It is a contractual requirement for service providers to work according to Islington Council's policies and procedures to make equality, diversity, accessible and safe service an integral part of the service delivery.

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 the Housing Repairs Service will monitor performance against these commitments. 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 will also be evaluated and written into the contract terms, including a requirement to provide a minimum of one apprenticeship opportunity. In addition, work experience placements, job

shadowing and training opportunities will also be sought. The 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 providers. Other community benefits will also be considered and arranged, such as supporting the council's World of Work programme and shadowing for work experience and assisting with training sessions for Islington Council staff.

It is not anticipated that the delivery of this contract will negatively impact 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 must have DBS checks for all their staff working on this contract, including any subcontractors used. DBS Checks must be evidenced, and this information will be checked and updated quarterly to account for any service provider's staff changes. The service provider is not allowed to enter a property unless an adult over 18 is present. The service provider will receive the leaflets and information regarding safeguarding, and the staff will need to attend mandatory safeguarding training delivered by Islington Council. This will allow for any safeguarding concerns to be reported back to the council.

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: Sylvia Krzak

Date: 18/06/2021

Head of Service or higher:

 Simon
Signed: Kwong_____

Date: 19/07/2021