

Resident Impact Assessment

Procurement Strategy for Installation, Repairs and Servicing for Specialist Adaptations Equipment including Stairlifts and Hoists

Service Area: Repairs and Maintenance

1. Intended Outcomes

This contract is for the delivery of specialist adaptations including the installations, repairs and servicing of stairlifts and hoists. The types of equipment include stairlifts, ceiling track hoists, through floor lifts, platform lifts, step lifts, specialist electric toilets, lifting benches for bathing and electrical door openings, however this is not an exhaustive list.

2. Resident Profile

The group within Islington which is going to be impacted by this contract are council tenants' and/or other household members with disabilities. This can include tenants's and/or household members that are awaiting new adaptation equipment installations, or those with existing adapted installations which require a repair due to general wear and tear.

| | | 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 |
| Race | BME | 52% | 50% |
| | White | 48% | 42% |

| | | | |
|---------------------------|----------------------------|-------------|------------|
| Religion or belief | Christian | 40% | 16% |
| | Muslim | 10% | 3% |
| | Other | 4.5% | 16% |
| | No religion | 30% | 23% |
| | Religion not stated | 17% | 42% |

3. Equality impacts

There will be no change to the service and how it is delivered. An existing contract due for expiry requires a procurement, in order to to replace the existing providers. 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 tenants and/or other household members are able to maintain independent living. The council has statutory duties in respect of the carrying out of adatations to the homes of disabled residents under section 29 of the National Assistance Act 1948, section 2 of the Chronically Sick and Disabled Persons Act 1970 and the Care Act 2014.

The positive impacts are not limited to those with physical disabilities and will include those with disabilities that are not always visible. This contract is targeted at improving the quality of life for those with disabilities. Some tenants' may have multiple disabilities and other protected characteristics which need to be considered during service delivery for example having a physical disability and English not being the tenants' first language. The delivery of this contract will ensure that all of the protected characteristics are factored into service delivery.

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 process. Potential service providers will be asked scored questions relating to customer service, equality and diversity during the 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, taking into consideration the tenants's disabilities, as well as the other protected characteristics. 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 (subject to contract value), work experience placements, job shadowing and training opportunities. The council's Employment Team, in conjunction with the iWork 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: 13/08/2021

Head of Service or higher:

Signed: Matt West

Date: 19/10/2021