

# West Lothian Council: Equality Impact Assessment

## A. About the function, service, policy, procedure, project etc

1 What is the name of the function/service/policy/procedure/project etc (called “policy” from this point) to be assessed?

- Housing & Building Services Housing Support Service

2 What were the results of the screening for relevance?

- The parts of the general duty covered are, eliminating discrimination where it exists, providing equality of opportunity and encouraging good relations between different groups of people in the community.

It was found that a full impact assessment was not required for the following reasons:

- There is no evidence to believe that any groups of people are being treated differently or in a discriminatory manner.
- There has been no public concern raised regarding discrimination within this area.
- This report screens across all strands of equality, including race, disability, gender, sexual orientation, religion.
- Our assessment & Review programme, and the Communities Scotland inspection found no issues within our approach, deployment and delivery of Tenancy Management – the service was the first in Scotland to receive an A grading for this area. The service was also inspected during the Care Commission inspection and was found to be fully compliant.
- The procedures serve to lay out step-by-step guidelines for staff members responsible for delivering the front line services. These are in line with The Care Commission requirements for compliance.
- The purpose of the service is inclusive in itself and operates in order to ensure vulnerable people achieve equal status as tenants for as long as possible delivered through a wide menu of care options.

### **Background**

The main aim of the West Lothian Council - Housing and Building Services is to provide good quality services, focused on the needs of vulnerable people, to assist them to live independently in the community in all types of accommodation and tenure.

Research indicates that support at home is what most people prefer and enabling people to do this is a key objective for Housing and Building Services. Support workers can compliment skilled nursing or other care to provide alternatives to hospital or residential care.

People's homes are probably the single most important aspects of their lives. Housing can have a major influence on individual health and well-being. Through the provision of support services to a vulnerable client group we want to achieve:

- Improved living standards
- Conflict resolution
- Pro-active approach to support service delivery
- Sustainability within communities

Some of the other support activities that will run along side the support provision will be:

- Benefit take-up campaigns
- Rent arrears campaigns
- Education within Schools
- Undertake surveys on policies and procedures to help target the support service provision

3 Briefly describe the aim of the policy etc.

What needs or duties is it designed to meet? Who are the intended beneficiaries? How will it affect employees? How will it affect the community and the different groups of people within it?

Is the service contracted out or delivered under a service-level agreement or with partners? Who else is involved?

In what way will you involve any of these people in the impact assessment process?

## **B. Gathering the evidence and assessing the impact**

4 Is there any evidence (or reason to believe) that this policy could have a different effect on some groups of people compared to others? (e.g. different needs, different experiences, different outcomes, different rates of participation, different abilities to access opportunities).

Is there an adverse impact around race, gender, disability, faith, sexual orientation, age, health, etc? What are the reasons for this adverse impact?

5 Please describe the evidence or reasoning you have used to make your judgement. What existing data for example (qualitative or quantitative) have you used to form your judgement? Tell us about the information as it applies to different groups (e.g. by race, gender and disability etc).

6 Are there any unmet needs/requirements that can be identified that affect any of the specific groups?

### **C. Making changes and promoting equality**

7 If in your judgement, the policy etc does have an adverse impact, can you modify the policy to reduce/eliminate any adverse impact?

You need to think whether your modifications will:

- have a positive or negative effect on the promotion of equality of opportunity for any group
- help eliminate discrimination in any way
- encourage or hinder community relations.

8 If you cannot modify the policy to reduce adverse impact, consider if the impact can be justified and explain. (It is unlikely that you will be able to justify any impact which amounts to unlawful discrimination.)

If the impact cannot be justified, how do you intend to deal with it?

## D. Consultation

- 8 What steps have you taken/are you taking to consult externally as part of your assessment?

Whom have you consulted? What methods did you use? How long was the consultation period?

Have you consulted any “experts”? Did you involve any people in the affected groups in some other way during the process?

## E. Next steps

- 10 What were the results of the consultation?  
What have you done with the results i.e. how do you intend to use the information gathered as part of the consultation?

- 11 Have you published the results of that consultation? If so, where?  
What arrangements were made to reach specific groups affected?

- 12 What are your recommendations based on the conclusions of this assessment?

- 13 Please provide us with separate information about how you intend to monitor this policy in future. What is the review date set for this policy?

- 14 How will you publish the results of this assessment? What methods will you use?  
What arrangements are there to reach specific groups affected?

15 Have you conducted any other types of impact assessment on this policy? (e.g. health, financial, environmental).

16 Is there anything else you wish to add?

Assessment made by:	Sarah Kelly
Others involved in assessment:	
Summary of assessment (this will be published). <ul style="list-style-type: none"><li>▪ What you did</li><li>▪ What evidence you used</li><li>▪ What you found</li><li>▪ What consultation you undertook</li><li>▪ What changes you made</li><li>▪ What will happen next.</li></ul>	<p>Conduct relevance screening of Housing &amp; Building Services Housing Support Service.</p> <ul style="list-style-type: none"><li>• Published material on WLC website and internal intranet</li><li>• Tenants Handbook &amp; leaflets</li><li>• Communities Scotland Inspection Report</li><li>• Housing Scotland Act 2001</li><li>• Tenant Satisfaction Visit Results</li><li>• Care Commission Inspection Report</li></ul> <p>No evidence of discrimination in service approach to Housing Support Service.</p> <p>Findings to be published on specific 'Equalities for Consultation' page on internet which we make available to everyone for comment</p> <p>N/a</p> <p>Following consultation this assessment will be reviewed to take into account any received comments and progressed as required. This will then be added</p>

	to WLC's list of published impact assessments
Manager's Signature	
Date:	December 2008
Service area and job title:	

When you have completed this form, please take a copy and send it to your service representative on the Corporate Working Group on Equality and/or the Equality Officer.