

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 Tenancy Management procedures

- 2 What were the results of the screening for relevance?

The screening for relevance resulted in the following points:

- A full impact is not necessary as these procedures merely combines our approach to a number of working policies and strategies which have largely been impact assessed on an individual basis where there are any concerns or perceptions of inequality, e.g. Arrears, Anti-Social Behaviour, Repairs and complaints.
- 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.
- 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.
- Each topic within the approach to Tenancy Management is published within the Tenants Handbook which has been fully consulted with, and approved by stakeholders, Tenants & Residents groups and staff. Staff take a large proportion of their time when signing up a new tenant talking them through the standards expected of them, the rules held within the handbook and the consequences of non-compliance. It is made very clear what our stance is on these issues and the support available to help them maintain their tenancy. There are numerous back up support systems in place within the service that exceed statutory requirements and are clear areas of good practice on

tenancy involvement, support and advice.

- The procedures serve to lay out step by step guidelines for staff members responsible for delivering the front line services. Tenancy Management covers the following topics:

General Issues

- Property Issues:

Abandoned Properties

Abandoned Properties - Abandonment by Joint Tenant

Abandoned Properties - Appropriate Action to be Taken

Adaptations for Disabled Tenants

Alterations and Improvements

Calor Gas, Paraffin or LPG

Cleaning and Care of Communal Areas

Furniture Removal

Garden Inspection

Grass and Hedge Cutting Service

Land Disposals

Right to Compensation for Improvements

Running a Business

Vehicles - Abandoned

Vehicles - Illegally Parked

Way Leaves

- Tenancy Issues

Abandoned Properties

Abandoned Properties - Abandonment by Joint Tenant

Tenant Satisfaction Visit Procedure

Evictions

Illegal Occupation

Matrimonial Homes

Overcrowding

Scottish Secure Tenancy

Short Scottish Secure Tenancy

Successions

Successions - Carers Seeking Succession of Tenancy

Sub Letting and Lodgers

Supervisions

- Financial Matters

Tenants Cash Incentive Scheme

Decoration Vouchers

Third Party Insurance Claims

Home Loss Payments

- Neighbour Disputes
- Racial Harassment Incidents
- Right to Buy
- Customer Complaints
- Pets
- Document Scanning

Garage & Lock-Up sites

- Applications/Registrations/Allocations
- Terminations/Inspections/Clearances/Repairs

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:	<p>Policies and procedures / Tenants handbook were produced in full consultation with staff stakeholders & tenants/residents.</p> <p>H & BS staff members during inspections</p> <p>Assessment & Review team (mock inspections)</p> <p>Ken Littlejohn – Web based material</p>
<p>Summary of assessment (this will be published).</p> <ul style="list-style-type: none"> ▪ What you did ▪ What evidence you used ▪ What you found ▪ What consultation you undertook ▪ What changes you made ▪ What will happen next. 	<p>Conduct relevance screening of Housing & Building Services Tenancy Management</p> <ul style="list-style-type: none"> • Published material on WLC website and internal intranet • Tenants Handbook & leaflets • Communities Scotland Inspection Report • Housing Scotland Act 2001 • Tenant Satisfaction Visit Results <p>No evidence of discrimination in service approach to Tenancy Management</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 to WLC's list of published impact assessments</p>
Manager's Signature	
Date:	May 2008
Service area and job title:	Housing & Building Services

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.