

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 Travelling Persons Site Procedures

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

The results for screening for evidence are as follows:

- The general duties that this relates to is equality of opportunity and encouraging good community relations.
- The service has a full and clear approach to the procedures for the Travelling Persons Site which ensures full compliance with the Housing Scotland Act 2001 and has set in place qualitative measures to ensure equality of service delivery to a specific group of people. By doing so, there is a standard of service set in place which seeks to ensure that discriminatory practices do not occur. These procedures are equal to those practices within service delivery to all other WLC tenants.
- There is no evidence to support discrimination – there is evidence of good practice in the approach to ensuring equality of service delivery, maintenance of the site, resources and dedicates site staff.
- There has been no evidence of public concern around any discriminatory practice.
- This report screens across all strands of equality, including race, disability, gender, sexual orientation, religion.
- The Communities Scotland Inspection found no evidence of discriminatory practice. The service receives Scotland’s first A grade for Tenancy Management, which includes that of the Travelling People Site.
- The information made available to the prospective tenant is very clear and assistance is available from the 1st point of contact. The allocation of sites is by date of application and any refusals are explained with access made available to the Appeals process. All quality checks are carried out prior to allocation and the pitch must be of an set standard. New tenants are advised of site rules and support is made available as it would to any other new tenant in the form of Housing staff, help with applying for benefits, & a Benefit Healthcheck by the Debt Support Team.

- Records of tenants and caravans are kept by the site manager and updated weekly.
- These finding exceed the duty of care in the Housing Scotland Act 2001 and demonstrate several areas of good practice within the service. A great deal of effort at ensuring equality of access, provision and support is evident.
- It should be noted that there are some areas that would benefit from review and new initiatives in order to achieve best practice:

Allocations policy – should be reviewed and benchmarked against other organisations in order to achieve best possible results

Rent – Review/benchmark rent setting procedure and amounts

Documented policies and procedures should be reviewed and developed where required

This area would benefit from inclusion on Housing & Building Services Assessment & Review schedule – any potential issues, areas for improvement and best practice are then properly identified inkeeping with the councils approach to continuous improvement & customer service excellence.

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).

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16 Is there anything else you wish to add?

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Assessment made by:	Sarah Kelly
Others involved in assessment:	Ann Marie Carr – Homelessness Manager H & BS staff (consultation & input)
<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 	<p>Screening for relevance of Housing & Building Services Travelling Site procedures</p> <p>Published information on WLC internet and internal intranet</p> <p>No evidence of discriminatory procedures & practices</p> <p>Some areas that would benefit from review and new initiatives in order to achieve best practice:</p> <p style="padding-left: 40px;">Allocations policy – should be reviewed and benchmarked against other organisations in order to achieve best possible results</p> <p style="padding-left: 40px;">Rent – Review/benchmark rent setting procedure and amounts</p> <p style="padding-left: 40px;">Documented policies and procedures should be reviewed and developed where required</p> <p>This area would benefit from inclusion on Housing & Building Services Assessment & Review schedule – any potential issues, areas for improvement and best practice are then properly identified inkeeping with the councils approach to continuous improvement & customer service excellence.</p>
<ul style="list-style-type: none"> ▪ What consultation you undertook 	<p>This report will be published on Housing web page 'Equality Documents for Consultation' to allow for comments. This is made available to both staff and</p>

<ul style="list-style-type: none"> ▪ What changes you made ▪ What will happen next. 	<p>stakeholders and the public at large.</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>
<p>Manager's Signature</p>	
<p>Date:</p>	<p>May 2008</p>
<p>Service area and job title:</p>	

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.