



**North Ayrshire Council
Equality Impact Assessment Form**

Equality Impact Assessment

This form will assist in carrying out an equality impact assessment of new, revised and existing policies and practices. Guidance on how to complete assessments is given in the Council's **Equality Impact Assessment Toolkit**. The form is mandatory and must be published on the Council website once the policy or practice has been approved.

Section 1 – Details

1.1. **Service** **Section**

1.2. **Name of Policy or Practice being assessed:**

Is it new Existing

1.3. **List of participants in Equality Impact Assessment**

1.4. **Manager responsible for impact assessment**
Name:
Designation:

1.5. **Timetable**
Date assessment started: (dd/mm/yyyy)
Completion date: (dd/mm/yyyy)

Section 2 – Aim and Relevance

2.1. **What is the purpose of the policy or practice?**

2.2. **What are the anticipated notable outcomes (positive and negative)?**

- Customers are well informed and can communicate with us easily;
- Opportunities are provided to obtain feedback;
- Involvement is accessible and inclusive;
- There are a range of opportunities to take part and get feedback;
- Customer involvement influences service delivery;
- Customers are supported to build their capacity and confidence;
- A culture of participation is embedded in Housing Services;





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- The Service continually adapts to meet changing needs;

2.3. Who is affected by the policy or practice as an internal or external service user?

- Internal –
- Tenant Participation Team,
 - All Housing Services staff
 - Building Services Staff
 - Community Planning Partners
- External
- All Tenants in North Ayrshire,
 - All Tenants and Residents Associations in North Ayrshire
 - All Registered Tenants Organisations in North Ayrshire
 - North Ayrshire Council Service users

2.4. Please indicate the equality groups likely to be affected by the policy:

- There are no specific equality groups likely to be affected by the Strategy. However, the strategy aims to promote the involvement of under-represented groups, such as
- young people
 - refugees & ethnic minority groups
 - gypsy travellers
 - people with accessibility needs
 - lesbian, gay, bisexual and transgender people
 - homeless service users
 - the digitally excluded

2.5 Which aspects of the policy eliminate unlawful discrimination, harassment and victimisation?

Section 4 = Inclusive Involvement identifies the underrepresented groups and identifies ways to overcome barriers to involvement.

2.6 Which aspects of the policy advance equality of opportunity between people which share a relevant protected characteristic and those who do not?

Section 4-as above

2.7 Which aspects of the policy foster good relations between people who share a protected characteristic and those who do not?

Section 4- as above





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2.8

Have any cross cutting impacts been identified from other Council Services or Partner Agencies (multiple discrimination or accumulated effects of multiple proposals on a protected characteristic)?

No

2.9

If Crosscutting issues identified with other Services, what discussion/interaction has taken place to mitigate any potential negative impacts of accumulated proposals?

Section 3 – Collecting Information

3.1. What evidence is available about the needs of relevant groups?

Source of Evidence

Demographic data, including Census

- Housing Need and Demand Assessment 2016
- Isle of Arran and Isle of Cumbrae Housing Need and Demand Assessment (2013)
- Health and Social Care Partnership’s Locality Profiles (2016)
- North Ayrshire Council, Highland and Island Enterprise and Arran Economic Group Housing and the Economy on Arran (2016)
- North Ayrshire Housing Register (information extracted 2016)

Current population in North Ayrshire is just over 136,000.

Research

TPAS reaccreditation and TIS accreditation reemphasised the importance of equalities. The Scottish Social Housing Charter Outcome 1 highlights the equalities outcome and is embedded across all service delivery areas.

Consultation & survey reports

The most recent Tenant Satisfaction Survey was carried in January 2016. Information collected included equalities and views on Tenant Participation. This will be reviewed again in 2019

Equality Monitoring Data

Demographic data included age/disability





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Inspection & audit reports	Tenant Participation Advisory Service (TPAS) Scotland report Nov 2015. Tenant Information Service Audit (TIS) Sept 2016
Service user feedback & complaints	The Network event and consultation events gave tenants and customers the opportunity to feedback ideas on how this new strategy should be developed and what the focus should be. This strategy is developed in consultation with tenants from the outset.
Ombudsman reports & case law	N/A
Officer knowledge & experience	Tenant Participation Manager has extensive knowledge and experience in Tenant Participation. She is a member of wider Council groups such as Community Planning, ADHP and HSP.

3.2. Are there any gaps in evidence?

N/A

Section 4 – Impacts

4.1. Could the proposed policy or practice have an impact on any of the following protected characteristics? (Positive or negative)

Protected Characteristic	Yes	No	Please explain
Age (Older people, children and young people)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Strategy recognises young people as under-represented and seeks to overcome barriers to involvement for this group
Disability (Physical and Learning)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Strategy recognises people with accessibility needs as under-represented and seeks to overcome barriers to involvement for this group. People with sight impairment and hearing difficulties may have a barrier for effective communication.





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			E.g. loop system available in venues The overcoming barriers to involvement section highlights we will offer transport and will provide loop systems and large print where applicable.
Gender reassignment (Where a person is living as the opposite gender to their birth)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Pregnancy and Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Race, ethnicity, colour, nationality or national origins (including gypsy/travellers, refugees and asylum seekers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Strategy recognises refugees and ethnic minority groups as under-represented and seeks to overcome barriers to involvement for this group.
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sex (Women and Men)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sexual Orientation (Lesbian, gay and bisexual people)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Strategy recognises the LGBT community as under-represented and seeks to overcome barriers to involvement for this group.
Other (Poverty, homelessness, ex offenders, isolated rural communities, carers, part-time workers, or people in a marriage/civil partnership)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Strategy recognises homeless customers as under-represented and seeks to overcome barriers to involvement for this group.

Section 5 – Assessment

5.1. Is there any evidence that the policy:

- may result in less favourable treatment for particular groups?
- may give rise to direct or indirect discrimination?





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- may give rise to unlawful harassment or victimisation?

Yes

No

No evidence

If yes, give details

- 5.2. If you have identified a negative impact, how will you modify this?**

N/A

- 5.3. Is the policy or practice intended to promote equality by permitting positive action or action to remove or minimise disadvantage?**

Yes

No

If yes, please give details

Inclusive involvement underpins the objectives within the Strategy, and engaging with hard to reach groups continues to be a priority within the service. Housing Services embeds the Equality Act 2010 protected characteristics firmly in service delivery.

Housing Services aim to offer all tenants the opportunity to become involved. We are committed to removing barriers to involvement. We aim to build on our approach to involving 'under-represented' groups, to gain their views on services.

Section 6 – Consultation & Recommendations

- 6.1. Describe the consultation undertaken with equality groups, including details of the groups involved and the methods used.**

Consultation Day 1 – 08/12/16

A workshop was held at this event to discuss the following questions:

- Do you think we have improved the culture and practice of involving tenants across Housing Services in the last 3 years?
- How do you think we could give tenants more influence in decision making?
- Do you think we promote involving our tenants as an important part of how we deliver Housing Services?
- Do you think we adequately support tenants & RTO's to represent their areas?





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- What are the barriers for tenants getting involved?
- What could be done to overcome them?
- How good or poor do you feel we are at keeping customers informed about our landlord services & decisions?
- Thinking of our current Strategy what are the strengths within the Strategy?
- Thinking of our current Strategy what are the areas you would like to see improved?
- Thinking of our current Strategy would you pick up the document if it was lying on a table?
- What do we need to do to make it a more appealing document?
- Do you like the route to involvement?
- Innovative Ideas – Each group must come up with at least one idea to develop TP in North Ayrshire

A full report is available from this event.

Consultation Day 2 – 23/05/17

A presentation was delivered to the delegates attending this event. A mixture of staff, managers, tenants and residents were invited to discuss the next stage of the consultation.

Three principles have been identified to take the strategy forward under the headings – Engage, Empower and Evolve

Under each principle the following questions were asked -
What should our objectives be under this priority?
What do we need to do to achieve each objective?
Are there any gaps and areas we need to focus on?

A full report is available from this event.

Full consultation 21/08/17 -15/09/17

The draft strategy was issued to the following:

- All Housing Service Managers
- Tenant Participation Team,
- Gypsy Travellers Coordinator
- Refuge Coordinator
- Council Services Management including Andrew fox, Anne Todd, Allison McAllister
- Andrew Fox
- Streetscene T Reaney
- Building Services (L Mitchell/ S Kean/B Borthwick)
- PMI (L Cree/A Diamond/I Cathcart)
- Waste Services (W Turpie)
- Roads (C Dempster)
- Alison McAllister
- Communications
- Jim McHarg





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- Linda Brough CPP
- Morna Rae CPP
- Rhona Arthur
- Lesley Forsyth
- Donna Anderson (LGBT Youth)
- Angela Morrell (Youth and Youth Exec)
- Carers (via Kerry Anne Owens)
- Community Planning Partnership – Community engagement network
- Community Planning Partnership – Community engagement Reference Group
- Audrey Sutton

External

- All customers in North Ayrshire via CPP website (Link via survey monkey) (21/08/17- 15/09/17)
- All customers in North Ayrshire via Facebook (Link via survey monkey) and Twitter (21/08/17- 15/09/17)
- All customers in North Ayrshire via Twitter (Link via survey monkey) and Twitter (21/08/17- 15/09/17)
- Young Scot email
- LGBT Scotland (Lesbian Gay, bisexual, and transsexual) email
- TPAS (email)
- TIS email
- Anne Cooke Scottish Govt (email)
- All Registered Tenants Organisations in North Ayrshire (Hard copy)
- Interested Tenants Register in TP (Hard copy and email)
- NAN /IP/SIG Hard copies)
- Email /hard copy sent to attendees from consultation event held on 23.05.17
- Disability Forum email
- NAN Focus Group 22.08.17
- Youth Focus Group W/C11.09.17
- Roads shows took place in housing offices across North Ayrshire for a period of 2 weeks. All Tenants and Residents Associations in North Ayrshire
- All Registered Tenant Organisations in North Ayrshire
- North Ayrshire Council service users
- Community Planning Partners
- Carers Society

Section 7 – Outcome of Assessment

7.1. Please detail the outcome of the assessment:





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- | | |
|--|-------------------------------------|
| No major alterations to policy assessed, EIA shows policy is robust | <input checked="" type="checkbox"/> |
| Adjust the policy to remove barriers or better promote equality | <input type="checkbox"/> |
| Continue the policy – there are justifications to continue the policy despite potential for adverse impact | <input type="checkbox"/> |
| Stop and remove the policy as there is actual or potential; unlawful discrimination | <input type="checkbox"/> |

7.2. Please detail recommendations, including any action required to address negative impacts identified

As outlined in previous sections, the implementation of this strategy will assist in developing our approach to engage with underrepresented groups.

7.3. Is a more detailed impact assessment needed?

No

Section 8 – Monitoring

8.1. Describe how you will monitor the impact of this policy e.g. performance indicators used, other monitoring arrangements, who will monitor progress, criteria used to measure if outcomes are achieved.

Monitoring will be done by the Tenant Participation Team and the North Ayrshire Network.
The achievements of various involvement structures will be monitored quarterly by the above group. The action plan and Tenant Participation indicators will be monitored monthly by the TP Manager to ensure progress and actions are on target.

8.2. Describe how you will publish the results of monitoring arrangements?

- Via Tenancy Matters
- Tenant Participation section on website
- Feedback on progress to North Ayrshire Network





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8.3. When is the policy or practice due to be reviewed?

1 April 2022

**8.4. Head of Service who has approved impact assessment
Please insert name and title of the Head of Service who has approved this assessment**

Name:	Yvonne Baulk
Title	Head of Physical Environment
Date:	16/10/2017

Section 9 – Publication

9.1 All Equality Impact Assessments must be published on the Council website. Please forward to Andrew Hale (ahale@north-ayrshire.gov.uk)

Useful Guidance

Equality and Human Rights Commission: Assessing impact and the public sector duty: A guide for public authorities (Scotland) (2012)
<http://www.equalityhumanrights.com>

