

## NHS Greater Glasgow and Clyde Equality Impact Assessment Tool

Equality Impact Assessment is a legal requirement as set out in the Equality Act (2010) and the Equality Act 2010 (Specific Duties)(Scotland) regulations 2012 and may be used as evidence for cases referred for further investigation for compliance issues. Please refer to the EQIA Guidance Document while completing this form. Please note that prior to starting an EQIA all Lead Reviewers are required to attend a Lead Reviewer training session or arrange to meet with a member of the Equality and Human Rights Team to discuss the process. Please contact [CITAdminTeam@ggc.scot.nhs.uk](mailto:CITAdminTeam@ggc.scot.nhs.uk) for further details or call 0141 2014560.

Name of Policy/Service Review/Service Development/Service Redesign/New Service:

Glasgow City Homelessness Service Budget 2024/25

Is this a: Current Service ☐ Service Development ☒ Service Redesign ☐ New Service ☐ New Policy ☐ Policy Review ☐

Description of the service & rationale for selection for EQIA: (Please state if this is part of a Board-wide service or is locally driven).

This EQIA aligns with the IJB Financial Allocations and Budgets 2024-25 paper, being presented to IJB members in March 2024.

The Glasgow City Council has a statutory duty for the prevention and alleviation of homelessness in Glasgow. These duties are discharged through the IJB.

In order to deliver cost reductions officers from the HSCP are proposing a number of actions, which is likely to impact on the capacity of the HSCP to discharge its statutory duties. These include:

- Reduction in void property timescales
- Revision of Décor Maintenance
- Redesign of current purchased services to deliver a saving. This will be subject to further ongoing discussions with provider organisations. This eqia will be utilised to inform these discussions.

Given the stage of this programme of work, this EQIA can only provide a general overview. Where specific service redesign proposals emerge from the programme, a more tailored EQIA will be produced.

Who is the lead reviewer and when did they attend Lead reviewer Training? (Please note the lead reviewer must be someone in a position to authorise any actions identified as a result of the EQIA)

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<b>Name:</b> Gary Quinn	<b>Date of Lead Reviewer Training:</b>
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**Please list the staff involved in carrying out this EQIA**

**(Where non-NHS staff are involved e.g. third sector reps or patients, please record their organisation or reason for inclusion):**

Gary Quinn
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	<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required

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1.	<p><b>What equalities information is routinely collected from people currently using the service or affected by the policy? If this is a new service proposal what data do you have on proposed service user groups. Please note any barriers to collecting this data in your submitted evidence and an explanation for any protected characteristic data omitted.</b></p>	<p><i>A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.</i></p>	<p>Currently data is collected on age, sex and ethnicity. Data is also collected on family situation (i.e single, couples or families with children).</p> <p>Of the 6708 homelessness applications 5063 households were between the ages of 26 and 59 (75%). 19% of the homeless population is between the ages of 18 and 25. Young people are therefore disproportionately represented within the homeless population in Glasgow.</p> <p>Of the 6708 homeless applicants, 72% are single (4816). 16% are from single parents, 91% of whom are women.</p> <p>Approximately 30% of homelessness applicants were recorded as coming from a BAME community. This disproportionate level of homeless applications is as a consequence of the route into settled accommodation for households receiving refugee status in the City.</p>	
		<b>Example</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
2.	<p><b>Please provide details of how data captured has been/will be used to inform policy content or service design.</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant</b></p>	<p><i>A physical activity programme for people with long term conditions reviewed service user data and found very low uptake by BME (Black and Minority Ethnic) people. Engagement activity found</i></p>	<p>Data captured and assessments carried out informs the urgency and need for emergency accommodation</p> <p>All applicants are assessed to establish a need for temporary accommodation and any wider duties in relation to the provision of homelessness assistance. Staff within the Homelessness Service review the options available at the time and offer the most</p>	

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	<p>boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>promotional material for the interventions was not representative. As a result an adapted range of materials were introduced with ongoing monitoring of uptake. (Due regard promoting equality of opportunity)</i></p>	<p>suitable accommodation in relation to the household's needs.</p> <p>Within the context of the resources available to the Council we will take into consideration the following issues when offering emergency accommodation and support:</p> <ul style="list-style-type: none"> <li>• Proximity and travel distances to existing support networks (family, work, schools, GPs etc). It is the aim of the council to cause as little disruption to the household as possible, but in circumstances where an applicant's report that they are fleeing harassment or violence it may be necessary to arrange accommodation</li> <li>• Minimising disruption to children's schooling, particularly at critical points of a child's education.</li> <li>• The health and social care needs of household members to be accommodated.</li> <li>• The legislative duties on the Council.</li> </ul>	
		<b>Example</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
3.	<p>How have you applied learning from research evidence about the experience of equality groups to the service or Policy?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been</p>	<p><i>Looked after and accommodated care services reviewed a range of research evidence to help promote a more inclusive care environment. Research suggested that young LGBT+ people had a disproportionately</i></p>	<p>A number of documents were reviewed to inform the approach being adopted by the HSCP:-</p> <ul style="list-style-type: none"> <li>• RRTP Guidance and National Principles June 2019</li> <li>• Tackling Homelessness in Scotland following the Coronavirus Pandemic – Recommendations from HARSAG</li> <li>• The Interim Code of Guidance on</li> </ul>	<p>We will continue to work with Lived Experience Networks to ensure that people's lived experience of temporary accommodation provision is reflected in service development.</p>

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	<p>considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>difficult time through exposure to bullying and harassment. As a result staff were trained in LGBT+ issues and were more confident in asking related questions to young people. (Due regard to removing discrimination, harassment and victimisation and fostering good relations).</i></p>	<p>Homelessness</p> <ul style="list-style-type: none"> <li>Ending Homelessness Together – Scottish Government</li> <li>Preventing Homelessness in Scotland</li> <li>Homeless Persons (Unsuitable Accommodation) Amendment Order 2020/2021</li> <li>Glasgow City RRTP 2019 - 2024</li> <li>SHR Review – GCHSCP Key Actions</li> <li>SHR - Homelessness services in Scotland: A thematic review - February 2023</li> </ul>	
		<b>Example</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
4.	<p>Can you give details of how you have engaged with equality groups with regard to the service review or policy development? What did this engagement tell you about user experience and how was this information used?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p>	<p><i>A money advice service spoke to lone parents (predominantly women) to better understand barriers to accessing the service. Feedback included concerns about waiting times at the drop in service, made more difficult due to child care issues. As a result the service introduced a home visit and telephone service which significantly increased uptake.</i></p>	<p>Homelessness Services routinely engage with service users with lived experience to discuss some of the issues related to the provision of emergency accommodation, such as barriers faced by service users, services provided, staff attitudes etc. In working with SUs in developing our approach to the provision of homelessness services we have sought to understand how we remove discrimination, harassment and victimisation alongside promoting equality of opportunity. Set alongside the complaints and elected members enquiries system the service is able to adapt its approach to service provision where barriers are identified. Particularly in relation to working with households to secure accommodation that meets their particular needs.</p>	<p>We will continue to work with Lived Experience Networks to ensure that people's lived experience of temporary accommodation provision is reflected in service development.</p>

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	<p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>(Due regard to promoting equality of opportunity)</i></p> <p><i>* The Child Poverty (Scotland) Act 2017 requires organisations to take actions to reduce poverty for children in households at risk of low incomes.</i></p>	<p>Homeless Network Scotland are commissioned to deliver service user engagement through the Glasgow Homelessness Involvement and Feedback Team (GHIFT). Feedback from this process informs delivery of homelessness services.</p> <p>Engagement with service users is also a key part of service specification of commissioned services.</p>	
		<b>Example</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
5.	<p><b>Is your service physically accessible to everyone? If this is a policy that impacts on movement of service users through areas are there potential barriers that need to be addressed?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of <input type="checkbox"/></p>	<p><i>An access audit of an outpatient physiotherapy department found that users were required to negotiate 2 sets of heavy manual pull doors to access the service. A request was placed to have the doors retained by magnets that could deactivate in the event of a fire.</i></p> <p><i>(Due regard to remove discrimination, harassment and victimisation).</i></p>	<p>The assessment process will identify any specific needs such as physical and mental capacity, accessibility requirements etc. This will be taken into consideration when allocating potential accommodation. Evidence indicates that there is a shortage of accessible properties to meet the needs of disabled households. The service also works to secure barrier free accommodation. However, this remains a challenges given the nature of the built environment of the city.</p>	<p>The HSCP will continue to review the level of demand for accessible properties in order to meet demand for accessible accommodation.</p>

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	<p>opportunity</p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>			
		<i>Example</i>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
6.	<p>How will the service change or policy development ensure it does not discriminate in the way it communicates with service users and staff?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p>	<p><i>Following a service review, an information video to explain new procedures was hosted on the organisation's YouTube site. This was accompanied by a BSL signer to explain service changes to Deaf service users.</i></p> <p><i>Written materials were offered in other languages and formats.</i></p> <p><i>(Due regard to remove discrimination, harassment and victimisation and promote equality of opportunity).</i></p>	<p>Homelessness Services currently ensures that all written material can be accessed by people where English is not their first language. The service uses interpreting services to allow provide translations of all written material. In addition, staff have access to equalities training that sets out what adjustments should be made to support people who may require supports to engage with the service. Staff will be briefed on any practice revisions, this will highlight any particular impact on people with protected characteristics. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</p> <p>The service has robust operational inter-faces with a range of third sector organisations alongside web-based information and advice regarding homelessness access points in order that people can access the service at the point of need.</p>	

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	<div>4) Not applicable <input type="checkbox"/></div> <div>The British Sign Language (Scotland) Act 2017 aims to raise awareness of British Sign Language and improve access to services for those using the language. Specific attention should be paid in your evidence to show how the service review or policy has taken note of this.</div>		
7	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(a)	<div>Age</div> <div>Could the service design or policy content have a disproportionate impact on people due to differences in age? (Consider any age cut-offs that exist in the service design or policy content. You will need to objectively justify in the evidence section any segregation on the grounds of age promoted by the policy or included in the service design).</div> <div>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</div> <div>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></div>	<div>The practice amendments does not have a disproportionate impact on differences due to age – the assessment process aims to match available accommodation against the needs of the individual at the time. Where age is a factor in a household’s needs the service will seek to meet the households needs. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</div> <div>Table 1 Age Profile of Homeless Applicants</div> <div><div>16 -</div><div>17</div><div>74</div></div>	<div>Careful consideration has been given to the preserving of the most critical areas of frontline service provision.</div> <div>This proposal is driven by the need to deliver cost reductions in the provision of homelessness services. This will be delivered through</div> <div><ul style="list-style-type: none"><li>• Reduction in void property timescales</li><li>• Revision of Décor Maintenance</li><li>• Redesign of current</li></ul></div>

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2) Promote equality of opportunity	<input type="checkbox"/>	18 - 25	1281	purchased services to deliver a saving. This will be subject to further ongoing discussions with provider organisations. This eqia will be utilised to inform these discussions.
3) Foster good relations between protected characteristics.	<input type="checkbox"/>	26 - 59	5063	
4) Not applicable	<input type="checkbox"/>	60+ 	290 6708	
		As at, 31 <sup>st</sup> March 2023 3348 households in temporary accommodation and 35% of these tenancies have either children or someone who is pregnant. The service endeavours to minimise stays in bed and breakfast accommodation for families and households with pregnant women.		It is anticipated that the Reduction in void property timescales will have a positive impact, this is an improvement in efficiency of back office function for turning around properties already declared vacant. Eg service user has secured a permanent accommodation. There are business as usual processes in place to ensure vacancy of the property.
				It is not anticipated that there will be an impact on equality groups for the Revision of Décor Maintenance.
				The Redesign of current purchased services to deliver a saving will be in line with business as usual contract management arrangements. If any significant service re-

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			provisioning is identified, this will be subject to Committee reporting. This will be subject to further ongoing discussions with provider organisations. This eqia will be utilised to inform these discussions.
(b)	<p><b>Disability</b></p> <p>Could the service design or policy content have a disproportionate impact on people due to the protected characteristic of disability?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>The proposals do not have a disproportionate impact on people with a disability – the assessment process aims to match available accommodation against the needs of the individual at the time. Where disability is a factor in a household's application the service will seek to meet the households needs. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity. Where there is concern in relation to the availability of accommodation safeguarding arrangements will be put in place. It is unlikely the measures being taken will have a negative differential impact on households with disabilities due to the safeguarding processes that will be put in place.</p> <p>During 2021/22 there were 3633 incidences where households seeking assistance from Homelessness Services identified as having a concern for their physical or mental well-being.</p>	As Above
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(c)	<b>Gender Reassignment</b>	Whilst we have developed service responses to reflect the gendered needs of the homeless	As above

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	<p><b>Could the service change or policy have a disproportionate impact on people with the protected characteristic of gender identity?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p><b>1) Remove discrimination, harassment and victimisation</b> <input type="checkbox"/></p> <p><b>2) Promote equality of opportunity</b> <input type="checkbox"/></p> <p><b>3) Foster good relations between protected characteristics</b> <input type="checkbox"/></p> <p><b>4) Not applicable</b> <input type="checkbox"/></p>	<p>population the policy does not have a disproportionate impact on people with a trans history– the assessment process aims to match available accommodation and support against the needs of the individual at the time.</p> <p>Where gender reassignment is a factor in a household's application the service will seek to meet the household's needs. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</p>	
	<p><b>Protected Characteristic</b></p>	<p><b>Service Evidence Provided</b></p>	<p><b>Possible negative impact and Additional Mitigating Action Required</b></p>
<p><b>(d)</b></p>	<p><b>Marriage and Civil Partnership</b></p> <p><b>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p><b>1) Remove discrimination, harassment and victimisation</b> <input type="checkbox"/></p>	<p>The practice changes identified does not have a disproportionate impact on people who are married or in a civil partnership – the assessment process aims to match available accommodation against the needs of the individual at the time. Where marital or relationship status is a factor in a household's application the service will seek to meet the household's needs. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</p>	<p>As above</p>

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	2) Promote equality of opportunity <input type="checkbox"/>  3) Foster good relations between protected characteristics <input type="checkbox"/>  4) Not applicable <input type="checkbox"/>		
(e)	<b>Pregnancy and Maternity</b>  <b>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity?</b>  <b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b>  1) Remove discrimination, harassment and victimisation <input type="checkbox"/>  2) Promote equality of opportunity <input type="checkbox"/>  3) Foster good relations between protected characteristics. <input type="checkbox"/>  4) Not applicable <input type="checkbox"/>	We understand that being homeless impacts on pregnant women differently. The HSCP seeks to meet the particular needs of households with pregnant women, However, the practice amendments does not have a disproportionate impact on pregnant women – the assessment process aims to match available accommodation against the needs of the individual at the time.  The policy includes the following statement:  Where households present and the woman is pregnant, the service will seek to meet the particular needs of the woman and unborn child, including compliance with the Unsuitable Accommodation Order. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.	As Above
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(f)	Race	See Appendix 1 for BAME Data.	As Above

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	<p><b>Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Evidence indicates that Race can impact on people from BAME household experience of homelessness. The HSCP and the Council has a range of policies and procedures to address inequality and discrimination. The practice amendments does not have a disproportionate impact on differences due to race – the assessment process aims to match available accommodation against the needs of the individual household at the time.</p> <p>Where a household presents from a BAME household the HSCP/Council will work to meet any particular needs of household. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</p>	
(g)	<p><b>Religion and Belief</b></p> <p><b>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected</p>	<p>The policy does not have a disproportionate impact on differences due to religion or belief – the assessment process aims to match available accommodation against the needs of the individual at the time. Where a household has an active faith commissioned and provided accommodated services will be expected to meet any particular needs.</p> <p>.</p>	As above

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	characteristics.  4) Not applicable <input type="checkbox"/>		
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(h)	<b>Sex</b>  <b>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?</b>  <b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b>  1) Remove discrimination, harassment and victimisation <input type="checkbox"/>  2) Promote equality of opportunity <input type="checkbox"/>  3) Foster good relations between protected characteristics. <input type="checkbox"/>  4) Not applicable <input type="checkbox"/>	Appendix 2 provides an overview of homelessness application by age and household type.  It is noted that in 2022/23 62% of applicants were men, therefore any change or pressures on the services are more likely to impact upon men.  The HSCP and Council understand that gender impacts and sex impacts on a households experience of homelessness. We have developed a range of services to meet the distinct needs of men and women. The practice amendment does not have a disproportionate impact on differences due to their sex – the assessment process aims to match available accommodation against the needs of the individual at the time.  Where a household member's sex is a factor in a household's application or needs the service will seek to meet the households needs. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.	As above
(i)	<b>Sexual Orientation</b>	Homelessness Services does not routinely collect data on sexual orientation. However, a recent study	As above

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	<p><b>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sexual Orientation?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p><b>1) Remove discrimination, harassment and victimisation</b> <input type="checkbox"/></p> <p><b>2) Promote equality of opportunity</b> <input type="checkbox"/></p> <p><b>3) Foster good relations between protected characteristics.</b> <input type="checkbox"/></p> <p><b>4) Not applicable</b> <input type="checkbox"/></p>	<p>indicated that 1 in 8 LGBT+ people have experienced homelessness. Source LGBT+ Health Needs Assessment 2022.</p> <p>The HSCP and Council understand that sexual orientation can both lead to an increased risk of homelessness and impact on a household's experience of homelessness. The HSCP/Council has worked with commissioned and provided services to ensure that services responses are sensitive to the needs of LGBTQI communities. The practice amendment does not have a disproportionate impact on differences due to their sexual orientation – the assessment process aims to match available accommodation against the needs of the individual at the time.</p> <p>Where sexual orientation is a factor in a household's application or needs the service will seek to meet the household's needs. Commissioned and provided accommodated services will be expected to meet any particular needs. This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</p>	
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(j)	<p><b>Socio – Economic Status &amp; Social Class</b></p> <p><b>Could the proposed service change or policy have a disproportionate impact on the people because of their social class or experience of poverty and what</b></p>	<p>There is a clear relationship between socio and economic hardship and homelessness. Poverty in essence is a key driver of homelessness.</p> <p>The Council will work to prevent homelessness</p>	

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	<p><b>mitigating action have you taken/planned?</b></p> <p><b>The Fairer Scotland Duty (2018) places a duty on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage in strategic planning. You should evidence here steps taken to assess and mitigate risk of exacerbating inequality on the ground of socio-economic status.</b></p>	<p>wherever possible. Where this is not possible, the Council will mitigate its impact by offering appropriate support and accommodation in line with the Council's duties and powers set out in Part II of the Housing (Scotland) Act 1987. In so doing the Council will have regard to the Code of Guidance on Homelessness Interim Update 2019.</p> <p>This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</p> <p>Homelessness Services commission and provide a range of services including: access to money and debt advice; support to access crisis loans and wider welfare support to mitigate the impact of poverty.</p>	
(k)	<p><b>Other marginalised groups</b></p> <p><b>How have you considered the specific impact on other groups including homeless people, prisoners and ex-offenders, ex-service personnel, people with addictions, people involved in prostitution, asylum seekers &amp; refugees and travellers?</b></p>	<p>This service is specifically targeted at homeless people.</p> <p>All applicants will be assessed to establish a need for temporary accommodation. Staff within the Homelessness Service will review the options available at the time and offer the most suitable accommodation in relation to the household's needs.</p> <p>This will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.</p> <p>During 2022/23 82 households reported having been a member of the armed forces prior to making a</p>	As above

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		homelessness application. The service also reported that 146 homeless applicants reported having been looked after by a Local Authority at some time prior to seeking assistance.	
8.	<p><b>Does the service change or policy development include an element of cost savings? How have you managed this in a way that will not disproportionately impact on protected characteristic groups?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>This EQIA aligns with the IJB Financial Allocations and Budgets 2024-25 paper, being presented to IJB members in March 2024</p> <p>Careful consideration has been given to the preserving of the most critical areas of frontline service provision.</p> <p>This proposal is driven by the need to deliver cost reductions in the provision of homelessness services. This will be delivered through</p> <ul style="list-style-type: none"> <li>• Reduction in void property timescales</li> <li>• Revision of Décor Maintenance</li> <li>• Redesign of current purchased services to deliver a saving. This will be subject to further ongoing discussions with provider organisations. This eqia will be utilised to inform these discussions.</li> </ul>	
		<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
9.	<p><b>What investment in learning has been made to prevent discrimination, promote equality of opportunity and foster good relations between protected characteristic groups? As a minimum include recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.</b></p>	<p>Staff have access to a range of online equality and anti-discriminatory practice training in relation to the care and welfare of people with protected characteristics. In addition, there is an expectation that any practice-based learning and development is delivered through an equalities lens. 80% of front-line homelessness staff have undertaken the National Housing Options Training within the last six</p>	

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		months. This programme is delivered through an equality and trauma lense.	
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10. In addition to understanding and responding to legal responsibilities set out in Equality Act (2010), services must pay due regard to ensure a person's human rights are protected in all aspects of health and social care provision. This may be more obvious in some areas than others. For instance, mental health inpatient care or older people's residential care may be considered higher risk in terms of potential human rights breach due to potential removal of liberty, seclusion or application of restraint. However risk may also involve fundamental gaps like not providing access to communication support, not involving patients/service users in decisions relating to their care, making decisions that infringe the rights of carers to participate in society or not respecting someone's right to dignity or privacy.

The Human Rights Act sets out rights in a series of articles – right to Life, right to freedom from torture and inhumane and degrading treatment, freedom from slavery and forced labour, right to liberty and security, right to a fair trial, no punishment without law, right to respect for private and family life, right to freedom of thought, belief and religion, right to freedom of expression, right to freedom of assembly and association, right to marry, right to protection from discrimination.

Please explain in the field below if any risks in relation to the service design or policy were identified which could impact on the human rights of patients, service users or staff.

We recognise, that the introduction of any charging policy may have a negative impact on service users. If a charging policy is agreed then mitigations and exceptions will be considered to minimise impact.

Please explain in the field below any human rights based approaches undertaken to better understand rights and responsibilities resulting from the service or policy development and what measures have been taken as a result e.g. applying the PANEL Principles to maximise Participation, Accountability, Non-discrimination and Equality, Empowerment and Legality or FAIR\* .

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Homelessness Services routinely engages with Glasgow Homelessness Information Feedback Team in order that service development & provision reflects the views of people with lived experience of homelessness. Policies are also reviewed by our Legal Section prior to implementation.

\*

- **Facts:** What is the experience of the individuals involved and what are the important facts to understand?
- **Analyse rights:** Develop an analysis of the human rights at stake
- **Identify responsibilities:** Identify what needs to be done and who is responsible for doing it
- **Review actions:** Make recommendations for action and later recall and evaluate what has happened as a result.

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Having completed the EQIA template, please tick which option you (Lead Reviewer) perceive best reflects the findings of the assessment. This can be cross-checked via the Quality Assurance process:

- ☐ Option 1: No major change (where no impact or potential for improvement is found, no action is required)
- ☐ Option 2: Adjust (where a potential or actual negative impact or potential for a more positive impact is found, make changes to mitigate risks or make improvements)
- ☒ Option 3: Continue (where a potential or actual negative impact or potential for a more positive impact is found but a decision not to make a change can be objectively justified, continue without making changes)
- ☐ Option 4: Stop and remove (where a serious risk of negative impact is found, the plans, policies etc. being assessed should be halted until these issues can be addressed)

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11. If you believe your service is doing something that 'stands out' as an example of good practice - for instance you are routinely collecting patient data on sexual orientation, faith etc. - please use the box below to describe the activity and the benefits this has brought to the service. This information will help others consider opportunities for developments in their own services.

--

**Actions – from the additional mitigating action requirements boxes completed above, please summarise the actions this service will be taking forward.**

**Date for completion**

**Who is responsible?(initials)**

--	--

**Ongoing 6 Monthly Review    please write your 6 monthly EQIA review date:**

--

**Lead Reviewer:**

**Name**

**Gary Quinn**

**EQIA Sign Off:**

**Job Title**

**Service Manager Homelessness Services**

**Signature**

**Date**

**04/03/2024**

**Quality Assurance Sign Off:**

**Name**

**Alastair Low**

**Job Title**

**Planning Manager**

**Signature**

**Alastair Low**

**Date**

**08/03/2024**

**Equality and Human Rights Team, NHSGGC, assessment observation (guidance only for HSCPs):**

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**NHS GREATER GLASGOW AND CLYDE EQUALITY IMPACT ASSESSMENT TOOL  
MEETING THE NEEDS OF DIVERSE COMMUNITIES  
6 MONTHLY REVIEW SHEET**

**Name of Policy/Current Service/Service Development/Service Redesign:**

--

**Please detail activity undertaken with regard to actions highlighted in the original EQIA for this Service/Policy**

		Completed	
		Date	Initials
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			

**Please detail any outstanding activity with regard to required actions highlighted in the original EQIA process for this Service/Policy and reason for non-completion**

		To be Completed by	
		Date	Initials
Action:			
Reason:			
Action:			
Reason:			

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Please detail any new actions required since completing the original EQIA and reasons:

		To be completed by	
		Date	Initials
Action:			
Reason:			
Action:			
Reason:			

Please detail any discontinued actions that were originally planned and reasons:

Action:	
Reason:	
Action:	
Reason:	

Please write your next 6-month review date

--

Name of completing officer:

Date submitted:

If you would like to have your 6 month report reviewed by a Quality Assuror please e-mail to: [alastair.low@ggc.scot.nhs.uk](mailto:alastair.low@ggc.scot.nhs.uk)

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**Appendix 1 Homelessness Applications 2021/22 BAME Communities**

	2022/2023
White Scottish	3284
Other British	215
Irish	20
Other white ethnic group	122
African, African Scottish or African British	160
Caribbean, Caribbean Scottish or Caribbean British	1
Other Caribbean or Black	5
Indian, Indian Scottish or Indian British	30
Pakistani, Pakistani Scottish or Pakistani British	121
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	3
Chinese, Chinese Scottish or Chinese British	13
Other Asian, Asian Scottish or Asian British	95
Mixed or multiple ethnic group	17
Other ethnic group	1417
Not Known	1037
Refused	7
Gypsy/ Traveller	2
Polish	40
Other African	19
Black, Black Scottish or Black British	12
Arab, Arab Scottish or Arab British	88
All	6708

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**Appendix 2 Applications by household type and sex**

		2022/2023
		N
Single Person	Male	3639
	Female	1177
	All	4816
Single Parent	Male	91
	Female	960
	All	1051
Couple	Male	139
	Female	162
	All	301
Couple with Children	Male	238
	Female	212
	All	450
Other	Male	13
	Female	26
	All	39
Other with Children	Male	29
	Female	22
	All	51

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