

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 for further details or call 0141 2014560.

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

Temporary Accommodation - Shared Tenancy Model

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).

In response to accommodation and affordability pressures Glasgow City Council is seeking to develop a Shared Accommodation Model for the provision of temporary accommodation for homeless households. It is understood that with careful management the model can offer greater choice and a more affordable temporary accommodation option for some homeless households.

The target client group for shared accommodation is homeless households with no, or low, support needs who can live independently in the community. Shared accommodation is intended to offer options to households who are seeking social/community support or for those in work or education who require a more affordable temporary accommodation. It is also intended to convert two-bedroom properties in close proximity to the City Centre/high amenity areas.

The aim of shared accommodation is to provide suitable accommodation supporting movement into settled housing at as rapid a pace as possible.

Discussions with the Council's Executive Legal Manager has highlighted that there is no legal impediment to developing a shared tenancy model but a revised tenancy agreement would need to be agreed to accommodate the revised service model.

The development of this service model requires an EQIA to be undertaken in order to analyse the potential impact of the model on households with protected characteristics. Prior to the commencement of the delivery of a shared tenancy model to temporary accommodation a service specification will be developed. This EQIA will inform the development of the service specification. We also intend to undertake further engagement with service users and other stakeholders as we seek to develop a shared tenancy model which meets the diverse needs of our service users group.

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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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| Name: Gary Quinn | Date of Lead Reviewer Training: |
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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):

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| Gary Quinn, – Service Manager - Homelessness Nicola Milligan, Service Manager – Temporary Accommodation Jim McBride, Head of Homelessness Kevin Howe, Assistant Service Manager RRTP |
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| | | <i>Example</i> | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
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| 1. | 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. | <i>A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.</i> | <p>Currently data is collected on age, sex and ethnicity. Data is also collected on family composition (i.e single, couples or families with children).</p> <p>Of the 6,584 live homelessness applications, 5,091 households have a main applicant between the ages of 26 and 59 (77%). 18% of the homeless population is between the ages of 18 and 25 and young people are therefore disproportionately represented within the homeless population in Glasgow.</p> <p>Of the 6,584 homeless applicants, 70% are single person households (4,576). 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> | |
| | | <i>Example</i> | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| 2. | Please provide details of | <i>A physical activity</i> | Data captured and assessments carried out informs | |

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| <p>how data captured has been/will be used to inform policy content or service design.</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><i>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 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>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 suitable accommodation in relation to the household's needs. The service user group in scope to be considered for the offered of a shared tenancy will be single people with low support needs.</p> <p>Within the context of the resources available to the Council we will take into consideration the following issues when offering temporary accommodation within a shared tenancy:</p> <ul style="list-style-type: none">• 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• The health and social care needs of household members to be accommodated.• The compatibility with the other person within the tenancy.• Safeguarding issues in relation to vulnerabilities.• The legislative duties on the Council. | |
| | Example | Service Evidence Provided | Possible negative impact and |

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| | | | Additional Mitigating Action Required |
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| <p>3. 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 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>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 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>A number of documents were reviewed to inform the approach being adopted by the Council:-</p> <ul style="list-style-type: none"> • RRTP Guidance and National Principles June 2019 • Tackling Homelessness in Scotland following the Coronavirus Pandemic – Recommendations from HARSAG • The Interim Code of Guidance on Homelessness • Ending Homelessness Together – Scottish Government • Preventing Homelessness in Scotland • Homeless Persons (Unsuitable Accommodation) Amendment Order 2020/2021 • Glasgow City RRTP 2019 - 2024 • SHR Review – GCHSCP Key Actions • SHR - Homelessness services in Scotland: A thematic review - February 2023 <p>We are aware of the following Council's having developed a Shared Tenancy Model approach to the provision of Temporary Accommodation:</p> <ul style="list-style-type: none"> • City of Edinburgh Council • Aberdeenshire Council • Highland Council • South Lanarkshire Council | <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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| | | | We have reached out CEC and South Lanarkshire Council. They have highlighted a number of challenges with the model in relation to housing management issues in relation fair attribution of utility and Council Tax liabilities. We have also been made aware of the need to ensure an enhanced assessment of tenants prior to placement to avoid personality clashes. | |
| | | Example | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| 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>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></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><i>(Due regard to promoting equality of opportunity)</i></p> <p><i>* The Child Poverty (Scotland) Act 2017</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>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>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> <p>This EQIA will inform the development of the service specification. We also intend to undertake further engagement with service users and other stakeholders as we seek to develop a shared tenancy model which meets the diverse needs of our service users group.</p> |

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| | <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p> | <p><i>requires organisations to take actions to reduce poverty for children in households at risk of low incomes.</i></p> | <p>Engagement with service users is also a key part of service specification of commissioned services. Service user engagement through our complaints process indicates a need to develop a shared tenancy model of temporary accommodation for people in employment. In addition, service user will need to consent to be placed in a shared tenancy prior to the commencement of any tenancy.</p> <p>Service user choice is at the centre of this revised approach. We are aware through service user feedback of challenges in relation to rent structures within temporary furnished accommodation. In addition, service users who are placed in this type of model will have to consent to the placement prior to any commencement of the tenancy.</p> | |
| | | Example | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| 5. | <p>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?</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,</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. (Due regard to remove discrimination,</i></p> | <p>The temporary accommodation 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 will 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. In developing the shared tenancy model we will look to identify a number of accessible properties to extend choice.</p> |

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| | <p>harassment and victimisation</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> | <i>harassment and victimisation).</i> | | |
| | | <i>Example</i> | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| 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><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</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</p> | |

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| | <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p> <p>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.</p> | <p><i>promote equality of opportunity).</i></p> | <p>access the service at the point of need.</p> | |
| 7 | Protected Characteristic | Service Evidence Provided | | Possible negative impact and Additional Mitigating Action Required |
| (a) | <p>Age</p> <p>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).</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant</p> | <p>The practice amendment 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.</p> <p>Table 1. No. of homelessness applications, by age,</p> | | <p>The development of a shared tenancy model of temporary accommodation does not have a disproportionate impact. We believe that the development of the shared tenancy temporary accommodation model will extend choice and improve the affordability of homeless accommodation across all ages. Dedicated commissioned housing</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> | <table><tr><th colspan="3">2024/25</th></tr><tr><th>Age of main applicant</th><th>Applications</th><th>Percentage</th></tr><tr><td>16-17</td><td>74</td><td>0.9%</td></tr><tr><td>18-25</td><td>1,910</td><td>22.6%</td></tr><tr><td>25-59</td><td>6,143</td><td>72.7%</td></tr><tr><td>60+</td><td>318</td><td>3.8%</td></tr><tr><td>Total</td><td>8,445</td><td>100%</td></tr></table> <p>As at May 2025, there are 4,252 households in temporary accommodation and 31% 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. However, families will not be in scope for the offer of temporary accommodation within a shared tenancy.</p> | 2024/25 | | | Age of main applicant | Applications | Percentage | 16-17 | 74 | 0.9% | 18-25 | 1,910 | 22.6% | 25-59 | 6,143 | 72.7% | 60+ | 318 | 3.8% | Total | 8,445 | 100% | <p>support service will be aligned to support people accommodated in shared tenancies. This support will provide practical assistance to help people with the practical issues associated with managing a tenancy including: budgeting; paying bills; door control. The support will also be available to assist tenants mediate any disputes. Each tenant will also have an allocated Social Care Worker who will support them to resettle from homelessness. Temporary Accommodation is provided by the Council as interim accommodation whilst it works to discharge its statutory duty to secure an offer of permanent housing. Where a service user exercises a choice to move on to an alternative form of temporary accommodation we will work with them to facilitate this move.</p> |
|-----------------------|--|---|-----------------|--|--|-----------------------|--------------|------------|-------|----|------|-------|-------|-------|-------|-------|-------|-----|-----|------|-------|-------|------|--|
| 2024/25 | | | | | | | | | | | | | | | | | | | | | | | | |
| Age of main applicant | Applications | Percentage | | | | | | | | | | | | | | | | | | | | | | |
| 16-17 | 74 | 0.9% | | | | | | | | | | | | | | | | | | | | | | |
| 18-25 | 1,910 | 22.6% | | | | | | | | | | | | | | | | | | | | | | |
| 25-59 | 6,143 | 72.7% | | | | | | | | | | | | | | | | | | | | | | |
| 60+ | 318 | 3.8% | | | | | | | | | | | | | | | | | | | | | | |
| Total | 8,445 | 100% | | | | | | | | | | | | | | | | | | | | | | |
| (b) | <p>Disability</p> <p>Could the service design or policy content have a disproportionate impact on people due to the protected</p> | <p>The proposals do not have a disproportionately impact on people with a disability – the assessment process aims to match available accommodation against the needs of the individual at the time.</p> | <p>As Above</p> | | | | | | | | | | | | | | | | | | | | | |

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| | <p>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>Where disability 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>During 2024/25, 68% of households were assessed as having no support needs. The shared tenancy model will on be considered for households with low or no support needs. The HSCP will find alternative accommodation for households with higher support needs. The shared tenancy model may have a benefit for people who are affected by social isolation, which can impact on a person's mental well being. These factors will be considered when making assessments regarding the matching of tenants.</p> | |
| | <p>Protected Characteristic</p> | <p>Service Evidence Provided</p> | <p>Possible negative impact and Additional Mitigating Action Required</p> |
| (c) | <p>Gender Reassignment</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristic of gender identity?</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>Whilst we have developed service responses to reflect the gendered needs of the homeless population the policy does not have a disproportionately 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 and reflect this in any decision in relation to the allocation of temporary accommodation. This will assist the HSCP in</p> | <p>As above</p> |

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| | 3) Foster good relations between protected characteristics <input type="checkbox"/> 4) Not applicable <input type="checkbox"/> | addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity. | |
| | Protected Characteristic | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| (d) | Marriage and Civil Partnership Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 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"/> | <p>The development of a shared tenancy model 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 through the provision of emergency accommodation appropriate to their needs. Whilst couples are out with the scope of the shared tenancies for the provision of temporary accommodation, where a household are in a recognised relationship and they request to share a tenancy with a household who they have no family ties with we will consider the request on an individual basis.</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> | As above |
| (e) | Pregnancy and Maternity | We understand that being homeless impacts on pregnant women differently. The HSCP seeks to | As Above |

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| | <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity?</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>meet the particular needs of households with pregnant women, however, the development of a shared tenancy model 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. Whilst pregnant women are out with the scope of the shared tenancy model, where a household with a pregnant woman request to share a tenancy with a household who they have no family ties with we will consider the request on an individual basis.</p> | |
| | Protected Characteristic | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| (f) | <p>Race</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?</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>Evidence indicates that Race can impact on people from BAME household experience of homelessness.</p> <p>The HSCP and the Council has a range of policies and procedures to address inequality and discrimination. The development of a shared tenancy model 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, including matching people with similar cultural and language backgrounds.</p> | As Above |

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| | <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>We will seek to ensure that service model respects any cultural differences due to a households race.</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. Service users will also have access to interpreting services to ensure that they are able to make informed decisions regarding the support they receive and their resettlement from homelessness.</p> | |
| (g) | <p>Religion and Belief</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?</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 policy does not have a disproportionately 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.</p> <p>We will seek to ensure that service model respects a households rights to worship free from harassment or abuse.</p> | As above |

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| | Protected Characteristic | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
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| (h) | <p>Sex</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?</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>It is noted that in 2024/25, 63% of applicants were men, therefore any change or pressures on the services are more likely to impact upon men.</p> <p>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. We will commission single sex provision.</p> <p>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.</p> <p>It is recognised that some people may have experienced gender based violence, this will be a consideration of the placement and matching process.</p> | As above |
| (i) | <p>Sexual Orientation</p> <p>Could the service change or policy have a disproportionate impact on the people with the</p> | <p>Homelessness Services does not routinely collect data on sexual orientation. However, a recent study indicated that 1 in 8 LGBT+ people have experienced homelessness. Source LGBT+ Health</p> | As above |

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| | <p>protected characteristic of Sexual Orientation?</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>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 households experience of homelessness. The HSCP/Council has worked with commissioned and provided services to ensure that services responses are sensitive to the needs of LGBTQTI 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 households 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> | |
| | Protected Characteristic | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| (j) | <p>Socio – Economic Status & Social Class</p> <p>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 mitigating action have you taken/planned?</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 wherever possible. Where this is not possible, the Council will mitigate its impact by offering</p> | <p>Rent levels will be lower to reflect the shared element of the provision. In addition we envisage that tenancies will be in high amenity areas with good public transport links. This will also reduce transport</p> |

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| | <p>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.</p> | <p>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> | <p>costs. Also with access to cooking facilities tenants will also not have the cost of eating take away food as with B&B type accommodation which will also provide cost savings as well as health benefits.</p> |
| (k) | <p>Other marginalised groups</p> <p>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 & refugees and travellers?</p> | <p>This service is specifically targeted at homeless people who require temporary accommodation.</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. Where appropriate single people will be offered the opportunity to take up a shared tenancy in an area that suits their needs. Affordability can be an issue for single people in employment due to housing benefit rules. Shared tenancies will be a less expensive option for some households who will be affected by the Housing Benefit taper.</p> <p>This will assist the HSCP in addressing its responsibilities in relation to removing discrimination,</p> | <p>As above</p> |

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| | | | |
|----|---|--|---|
| | | harassment and victimisation alongside promoting equality of opportunity. | |
| 8. | <p>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?</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 x <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 Shared Tenancy Model will likely see cost reductions as the approach will be used to reduce reliance on bed and breakfast accommodation. We believe we will achieve cost reductions as well as improving the service provision for homeless households as the shared tenancy model will offer higher levels of amenities than bed and breakfast accommodation. We will also ensure that commissioned housing support services will be available to service users accommodated in Shared Tenancies. The Council will also develop a safeguarding Plan aligned to the Shared Tenancy Service Specification.</p> | |
| | | Service Evidence Provided | Possible negative impact and Additional Mitigating Action Required |
| 9. | <p>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.</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. This programme</p> | |

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| | | | |
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| | | <p>is delivered through an equality and trauma lense.</p> <p>Commissioned Housing Support Services are expected to demonstrate an active commitment to ensuring that the rights of households with protected characteristics are protected. Equality training and equality data capture in the tendering/contract management arrangements are also in place.</p> | |
|--|--|--|--|

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 appreciate that the Council has obligations under the Human Rights and Equality Act. The service specification that will be drafted will ensure that the delivery of the Shared Tenancy Model enhances the Council's work to promote equal and safeguard human rights. In particular, we will ensure that the service provision promotes Article 8, the right to family and a private life we will achieve this by providing a safe and secure tenancy for homeless households which respects their individual needs and aspirations.

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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* .

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) |
|---|-------------------------------------|-------------------------------|
| It is intended that a phased approach to upscaling the Shared Tenancy Model will be adopted. This will involve a continuous review by the Project Board of the success of the development of the approach. The Project Board will be chaired by the ACO Direct Care Services. | March 2026 ACO Direct Care Services | |
| | | |

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 | 28/05/2025 |

| | | |
|-----------------------------|------|--|
| Quality Assurance Sign Off: | Name | Noreen Shields, NHSGGC Equality and Human Rights Team 29/05/2025 |
|-----------------------------|------|--|

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

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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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