

NHS Greater Glasgow & Clyde Equality Impact Assessment Tool

Equality Impact Assessment is a legal requirement as set out in the Equality Act 2010 (Specific Duties) (Scotland) regulations 2012 and may be used as evidence for cases referred for further investigation for compliance issues.

Evidence returned should also align to Specific Outcomes as stated in your local Equality Outcomes Report. 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 ggc.equality.team@nhs.scot for further details or call 0141 201 4874.

Name of Policy/Service Review/Service Development/Service Redesign/New Service: Temporary Accommodation Strategy

Please tick the relevant box:-

- Current Service
- Service Development
- Service Redesign
- New Service
- New Policy
- Policy Review

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

Section 29 of the Housing (Scotland) Act 1987 places a duty on the Council to provide emergency accommodation for a qualifying household where it has reason to believe that the household is homeless. In Glasgow this duty is discharged by the Health and Social Care Partnership's Homelessness Services.

The HSCP is currently finalising a revised temporary accommodation strategy. The aim of the strategy is to ensure an adequate supply of temporary accommodation that meets the support needs of homeless households. Any changes to how we deliver the types of temporary accommodation needs to reflect the diverse population. The strategy identifies the number of permanent tenancies that we are required to meet demand from homeless households. The strategy also sets out a series of recommendations designed to enhance the provision of temporary accommodation for homeless households. These recommendations (See appendix 1) will assist in the objectives to:

- To secure adequate supply of dispersed accommodation in Glasgow
- Reduce temporary accommodation by preventing homelessness and delivering settled accommodation with supports
- To deepen partnership working with RSLs to enable access to settled accommodation as quickly as possible
- To end the routine use of bed and breakfast accommodation by transforming emergency accommodation into rapid access support
- To reshape interim accommodation to provide smaller psychologically informed environments

The EQIA has been drafted to allow the IJB to consider how the Temporary Accommodation Strategy will impact households with protected characteristics. Where there are further policy, practice or service developments resulting from the recommendations set out within the strategy then EQIAs will be drafted to allow decision makers to consider the likely impact of the specific proposals.

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)

Name: Gary Quinn, Service Manager - Homelessness

Date of Lead Reviewer Training: Support and guidance provided by GCHSCP Lead for Equality and Fairer Scotland

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, – Service Manager - Homelessness

Nicola Milligan, Service Manager – Temporary Accommodation

Jim McBride, Head of Homelessness

Kevin Howe, Assistant Service Manager RRTP

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 below any barriers to collecting this data in your submitted evidence and an explanation for any protected characteristic data omitted.

Service Evidence Provided:

Currently data is collected on age, sex and ethnicity. Data is also collected on family composition (i.e single, couples or families with children).

Of the 6,584 live homelessness applications, 5,091 households have a main applicant between the ages of 26 and 59 (77%). 18% of homeless applicants is between the ages of 18 and 25 and young people are therefore disproportionately represented within the homeless population in Glasgow.

Of the 6,584 homeless applicants, 70% are single person households (4,576). 16% are from single parents, 91% of whom are women. [Scotland's Census 2022 - Demography and migration | Scotland's Census](#)

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.

Possible negative impact and additional mitigating action required:

2. Please provide details of how data captured has been/will be used to inform policy content or service design.

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics.
- 4) Not applicable

Service Evidence Provided:

Data captured and assessments carried out informs the urgency and need for emergency accommodation

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.

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:

- 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.
- The proximity to any potential abusive ex partners or sources of external violence
- Safeguarding issues in relation to vulnerabilities.

- The legislative duties on the Council.

Possible negative impact and additional mitigating action required:

3. How have you applied learning from research evidence about the experience of equality groups to the service or Policy?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

A number of documents were reviewed to inform the approach being adopted by the Council:-

- 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 Rapid Rehousing Transition Plan 2019 - 2024
- SHR Review – GCHSCP Key Actions
- SHR - Homelessness services in Scotland: A thematic review - February 2023

We are aware of the following Council's having developed a Shared Tenancy Model approach to the provision of Temporary Accommodation:

- City of Edinburgh Council
- Aberdeenshire Council
- Highland Council
- South Lanarkshire Council

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.

Possible negative impact and additional mitigating action required:

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.

4. 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?

The Patient Experience and Public Involvement team (PEPI) support NHSGGC to listen and understand what matters to people and can offer support.

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

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.

The themes and recommendations arising from the Homelessness and Rough Sleeping Action Group (July 2020) 2020 and Homelessness Prevention Group (2023) have influenced our approach and underpin design principles that have guided us in scoping and testing a new temporary accommodation model

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.

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.

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. The GHIFT Group will be fully involved in co-producing the revised service models through the All in for Glasgow Service Redesign Programme which will be subject to report to the IJB during 2026.

Possible negative impact and Additional Mitigating Action Required:

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.

5. 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?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

The temporary accommodation assessment process will identify any specific needs such as physical and mental capacity, accessibility requirements etc. This is 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. Through the temporary accommodation strategy implementation we will seek to secure a better balance of provision that reflects the needs of the service user group.

Possible negative impact and additional mitigating action required:

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.

6. How will the service change or policy development ensure it does not discriminate in the way it communicates with service users and staff?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

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.

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.

Possible negative impact and additional mitigating action required :

7. Protected Characteristic

(a) Age

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).

If this decision is likely to impact on children and young people (below the age of 18) you will need to evidence how you have considered the General Principles of the United Nations Convention on the Rights of the Child. Please include this in Section 10 of the form.

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics.
- 4) Not applicable

Service Evidence Provided:

The development of the temporary accommodation strategy 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.

Table 1. No. of homelessness applications, by age, 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%

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. Families will be accommodated in self-contained dispersed accommodation.

The HSCP has been successful in securing additional funding to test the impact of Ask and Act duties set out within the Housing (Scotland) Act 2025. This funding will allow the HSCP to extend support care experienced young people access housing and avoid homelessness.

Possible negative impact and additional mitigating action required:

We believe that the development of the implementation of the temporary accommodation strategy will help to extend choice and improve the affordability of homeless accommodation. The model seeks to create a more balanced and effective system of temporary accommodation, ensuring that available options are responsive and tailored to the needs of homeless households.

Through All in for Glasgow Phase 2 service models will be redesigned to ensure that temporary accommodation better meets the needs of homeless households. We will look to develop shared accommodation models of temporary furnished accommodation that will provide a greater level of choice for homeless households, as well as meeting the diverse support needs of homeless households

The model also provides a blueprint for commissioning, service redesign and partnership, setting out the targets and timescales we need to end the routine use of Bed & Breakfast, reduce reliance on temporary accommodation and redirect resources toward prevention and support services. It provides clear baseline evidence to build delivery plans across partnerships and offers a basis for making future decisions on where we improve, invest and transform provision.

The following best practice elements have influenced our design principles and ambitions for temporary accommodation as follows:

- An evidence-based approach, informed by clear intelligence of housing support needs is essential in designing a model that will offer good outcomes to Glasgow’s homeless population

- A focus on person-centred housing support need assessment aligned to temporary accommodation pathways is crucial
- A no wrong door approach to emergency accommodation should be the catalyst for ending the routine use of B&B in Glasgow
- Options for at risk groups should be incorporated into the model with dedicated resources focused on prevention, harm reduction and support
- Dispersed accommodation in the community should be the cornerstone of temporary accommodation provision with access to advice, support and community connections
- Supported housing options need to be carefully designed and targeted to those most in need, offering accommodation-based support in psychologically informed environments
- The use of large scale congregate accommodation models should be minimised

(b) Disability

Could the service design or policy content have a disproportionate impact on people due to the protected characteristic of disability?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics.
- 4) Not applicable

Service Evidence Provided:

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. Where disability is a factor in a household’s application the service will seek to meet the households needs. The implementation of the Temporary Accommodation Strategy will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity. It will achieve this by ensuring that temporary accommodation procurement better meets the support needs of disabled households. Through the current acquisition programme we are looking to increase the number of accessible temporary furnished flats to meet the needs of homeless households.

During 2024/25, 68% of households were assessed as having no support needs.

Possible negative impact and additional mitigating action required:

As Above

(c) Gender Reassignment

Could the service change or policy have a disproportionate impact on people with the protected characteristic of Gender Reassignment?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

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.

Where gender reassignment is a factor in a household’s application the service will seek to meet the households needs and reflect this in any decision in relation to the allocation of temporary accommodation.

The service commissions or directly over 3000 units of accommodation units across a diverse range of settings, including dispersed temporary accommodation. The service will seek to secure accommodation which reflects the individuals chosen gender identity. In doing so, we will ensure that our approach is line with the relevant statutes and regulatory frameworks, in particular the updated Equality and Human Rights Commission Code of Practice, when available. The service change won’t discriminate against people with the PC of Gender Reassignment.

A revised temporary Accommodation Strategy will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity by ensuring that the economy of temporary accommodation better meets the needs of transgender people.

Possible negative impact and additional mitigating action required:

As above

(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. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

The development of a Temporary Accommodation Strategy 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.

The Temporary Accommodation Strategy assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.

Possible negative impact and additional mitigating action required:

As above

(e) Pregnancy and Maternity

Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

We understand that being homeless impacts on pregnant women differently. The HSCP seeks to meet the particular needs of households with pregnant women and secure accommodation appropriate to their needs, however, the development of a Temporary Accommodation Strategy 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.

Ensuring that the HSCP has an economy of temporary accommodation provision will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.

Possible negative impact and additional mitigating action required:

As Above

(f) Race

Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

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 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.

We will seek to ensure that service model respects any cultural differences due to a households race.

Where a household presents from a BAME household the HSCP/Council will work to meet any particular needs of the household e.g. ensuring that any offer of accommodation is in the vicinity of community networks. 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.

Possible negative impact and additional mitigating action required:

As Above

(g) Religion and Belief

Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics.
- 4) Not applicable

Service Evidence Provided:

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.

We will seek to ensure that service model respects a households rights to worship free from harassment or abuse.

Possible negative impact and additional mitigating action required:

As above

(h) Sex

Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

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.

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.

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. Ensuring an economy of provision that meets the distinct needs of men and women will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.

It is recognised that some people may have experienced gender based violence, this will be a consideration of the placement and matching process into any temporary accommodation.

Possible negative impact and additional mitigating action required:

As above

(i) Sexual Orientation

Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sexual Orientation?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics.
- 4) Not applicable

Service Evidence Provided:

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 Needs Assessment 2022.

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 LGBTQTI communities. The development of the Temporary Accommodation Strategy 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.

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.

Possible negative impact and additional mitigating action required:

As above

(i) Socio – Economic Status & Social Class

Could the proposed service change or policy have a disproportionate impact on people because of their social class or experience of poverty and what mitigating action have you taken/planned?

In addition to the above, if this constitutes a 'strategic decision' you should evidence below due regard to meeting the requirements of the Fairer Scotland Duty (2018). Public bodies in Scotland must actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage when making strategic decisions and complete a separate assessment. Additional information available from the [Fairer Scotland Duty: guidance for public bodies - gov.scot](#)

Service Evidence Provided:

There is a clear relationship between socio and economic hardship and homelessness. Poverty in essence is a key driver of homelessness.

The Council will work to prevent homelessness 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.

The development of more affordable forms of temporary accommodation will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity.

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.

Possible negative impact and additional mitigating action required:

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 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. Service users will also have access to income maximisation service through our commissioned services.

(k) Other marginalised groups

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?

Service Evidence Provided:

This service is specifically targeted at homeless people who require temporary accommodation.

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. We will also look to further enhance prevention services to reflect the needs of households belonging to groups at greater risk of homelessness e.g. care experienced young people, people leaving institutional care.

The implementation of the Temporary Accommodation Strategy will assist the HSCP in addressing its responsibilities in relation to removing discrimination, harassment and victimisation alongside promoting equality of opportunity, as we will seek to provide emergency and temporary accommodation that meets the assessed needs of homeless households.

Possible negative impact and additional mitigating action required:

As above

8. 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?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation
- 2) Promote equality of opportunity
- 3) Foster good relations between protected characteristics
- 4) Not applicable

Service Evidence Provided:

A key element of any revised economy of temporary accommodation provision will seek to find cost effective means of providing temporary accommodation. This is likely to see a shift away from the use of bed and breakfast type accommodation. This will not have a disproportionate impact on protected characteristic groups.

Possible negative impact and additional mitigating action required:

9. 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 below recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.

Service Evidence Provided:

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 is delivered through an equality and trauma lense.

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.

Possible negative impact and additional mitigating action required:

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 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. We will ensure that the Council's work to promote equal and safeguard human rights, is reflected in the delivery of the Temporary Accommodation Strategy. 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.

Please explain 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* (see below).

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.

Beyond the routine engagement with service users the Homelessness Service has undertaken a wide ranging engagement exercise with stakeholders. As part of the engagement exercise to inform the final strategy a number of exercise have been undertaken, including:

- Presentation to of Strategy to RSL Senior Managers
- Presentation to of Strategy to Voluntary Sector staff and people with lived experience
- Engagement sessions with people with lived experience of homelessness
- Survey Monkey consultation with key stakeholders. 35 written responses were received during the online consultation process.

The consultation results helped to shape the development and delivery of the draft strategy.

*FAIR is an acronym for the following -

- **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.

[11.](#) The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 came into force on the 16th July 2024. All public bodies may choose to evidence consideration of the possible impact of decisions on the rights of children (up to the age of 18). Evidence should be included below in relation to the General Principles of the Act. Go to the [full list of articles](#) to be considered for further information.

No Discrimination: Where the decision may have an impact, explain how the EQIA has considered discrimination on the grounds of protected characteristics for children. You may have considered children in each of the EQIA sections and returned relevant evidence.

Best Interests of the child: Where the decision may have an impact, explain how the EQIA has evaluated possible negative, positive or neutral impacts on children. You may find that options considered need to be reframed against the best possible outcome for children.

Life, survival and development: Where the decision may have an impact, explain how the EQIA has considered a child's right to health and more holistic development opportunities.

Respect of children's views: Where the decision may have an impact, explain how the views of children have been sought and responded to. You need to consider what steps were taken in Q4 in relation to this.

Having completed the EQIA template, please tick the relevant box that you, the 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: Full mitigation of identified risk not made, decision to continue without objective justification (Lead Reviewer to provide explanatory note here)

Option 5: 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)

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 space 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 sections completed above, please summarise the actions this service will be taking forward or tick the box next to 'No Actions Identified'

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.

No actions identified

Date for completion March 2026

Who is responsible? (initials) ACO Public Protection

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

Lead Reviewer:

Name Gary Quinn

Job Title Service Manager Homelessness Services

Signature

Date 10/12/25

Quality Assurance Sign Off:

Name Julian Heng

Job Title

Signature Julian Heng

Date 10/04/26

Where unmitigated risk has been identified in this assessment, responsibility for appropriate follow-up actions sits with the Lead Reviewer and the associated delivery partner.

NHS Greater Glasgow & 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

Action:

Status:

Completed

Date

Initials

Action:

Status:

Completed

Date

Initials

Action:

Status:

Completed

Date

Initials

Action:

Status:

Completed

Date

Initials

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

Action:

Reason:

To be completed by

Date

Initials

Action:

Reason:

To be completed by

Date

Initials

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

Action:

Reason:

To be completed by

Date

Initials

Action:

Reason:

To be completed by

Date

Initials

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@nhs.scot