

# Equality Impact Assessment: Housing Service Improvement Plan 2024-2025

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**Is this proposal a high-level strategy?** No

**Type of proposal :** other;

**What type of assessment is required?** full

## **Overview**

**Directorate or service. If the proposal involves more than one directorate or service, name the lead one :** Vibrant Communities & Sustainable Growth

**Give details of any legislation relevant to this proposal :** The Housing (Scotland) Act 2014 protects tenants' interests, supports improvements to housing quality and secures better outcomes for communities.

The Housing (Scotland) Act 2010 introduced the Scottish Housing Charter which sets 16 standards and outcomes that all social landlords should be meeting.

**What is being proposed?** The Housing Service Improvement Plan 2024-2025 (the Improvement Plan) sets out how the Service will make the improvements needed during 2024/25 to ensure it can deliver the mission of the service to 'create places that people are proud to call home' and provide a consistently high-quality service to customers.

The improvement priorities are informed by the Annual Return of the Charter Return (ARC) results for 2022/23, the current Annual Engagement Plan with the Scottish Housing Regulator as well as customer feedback from our 2023 Tenant Satisfaction Survey and an evaluation of customer complaints.

A number of improvement actions have been identified across three service improvement priority areas for 2023/24: Customer Excellence, Housing Quality and Place, and Prevention and Homelessness. The delivery of the Local Housing Strategy, embedding a programme of continuous improvement and the development of a digital strategy have been identified as enablers for the delivery of the improvements.

**Is this a new other or a review of an existing other?** New proposal.

## ***Impact***

**All the group(s) of people your proposal involves or affects :** Employees, Service users, Members of the public

**What internal data, such as customer satisfaction surveys, equality monitoring data and customer complaints, have you gathered to discover what impact (positive or negative) your proposal will have on people?** The improvement priorities are informed by internal performance information via the Annual Return of the Charter (ARC) results, the current Annual Engagement Plan with the Scottish Housing Regulator as well as customer feedback from our 2023 Tenant Satisfaction Survey (interviews undertaken with 1,000 Angus Council tenants) and an evaluation of customer complaints. Equality monitoring data is captured within the Tenant Satisfaction Survey.

**What internal consultation, for example with staff, trade unions and affected services, have you gathered to discover what impact (positive or negative) your proposal will have on people?** Staff engagement sessions were held in March and April 2024 to ensure staff were given the opportunity to feedback on the improvement priorities and support the development of the plan. As part of the improvement work, we have committed to understanding our customers' needs, involving people in decisions and listening and learning from customer, elected member, staff and stakeholders' experience of housing services. This means that internal consultation and engagement will be undertaken for the different improvement projects and activities identified within the plan.

**What external data, such as census data, equality reports, equality evidence finder, performance reports, research and statistics have you gathered to discover what impact (positive or negative) your proposal will have on people?** National averages for performance against the Annual Return on the Charter (which includes tenant satisfaction results) have been used to support benchmarking and help us to identify priorities for improvement.

**What external consultation have you done, with partner organisations, national organisations, other councils, community groups and others, to discover what impact (positive or negative) your proposal will have on people?** External consultation and engagement will be undertaken for the different improvement projects and activities identified within the plan.

**What other consultation (if any) has been conducted that was not included above?**

## **Gaps**

**Are there any gaps in the equality information you currently hold? No**

## **Groups**

**Are there potential differential impacts on particular age groups? Positive**

**Reason(s) for your answer :** The projects and improvements arising from the improvement plan will not have a specific impact on one particular age group over another and seeks to ensure that all people in Angus receive a consistently high quality service. There will be an added positive impact on young people with the commitment to introduce a youth homelessness strategy.

**Are there potential differential impacts on people with a disability? Positive**

**Reason(s) for your answer :** There is a commitment within the improvement plan to implement a new approach to the management of adaptations data so that stock can be allocated or matched. This will support us to make the best use of existing stock and meet unmet housing needs for people with a disability.

**Are there potential differential impacts on people with a gender reassignment?**

Neutral

**Reason(s) for your answer :** The projects and improvements arising from the improvement plan will not have a specific impact on one particular group over an other and seeks to ensure that all people in Angus receive a consistently high quality service.

**Are there potential differential impacts on people with a marriage or civil partnership status? Positive**

**Reason(s) for your answer :** While the projects and improvements arising from the improvement plan will not have a specific impact on one particular group over an other, prevention and homelessness is identified as a key priority for improvement - marriage/relationship breakdown continues to be the leading cause of homelessness in Angus so there may be a positive impact on people with a marriage or civil partnership status from this improvement work.

**Are there potential differential impacts on people due to their race? Neutral**

**Reason(s) for your answer :** The projects and improvements arising from the improvement plan will not have a specific impact on one particular group over an other and seeks to ensure that all people in Angus receive a consistently high quality service.

**Are there potential differential impacts on people due to their sex? Positive**

**Reason(s) for your answer :** The projects and improvements arising from the improvement plan will not have a specific impact on one particular group over an other and seeks to ensure that all people in Angus receive a consistently high quality service.

However there will be an added positive impact for women with the commitment to implement a revised domestic abuse policy.

**Are there potential differential impacts on people due to pregnancy/maternity?**

Neutral

**Reason(s) for your answer :** The projects and improvements arising from the improvement plan will not have a specific impact on one particular group over an other and seeks to ensure that all people in Angus receive a consistently high quality service.

**Are there potential differential impacts on people due to religion or belief?** Neutral

**Reason(s) for your answer :** The projects and improvements arising from the improvement plan will not have a specific impact on one particular group over an other and seeks to ensure that all people in Angus receive a consistently high quality service.

**Are potential differential impacts on people due to their sexual orientation?**Neutral

**Reason(s) for your answer :** The projects and improvements arising from the improvement plan will not have a specific impact on one particular group over an other and seeks to ensure that all people in Angus receive a consistently high quality service.

**UNCRC**

**Which of the general principles apply to your proposal?** Best interest of the child (Article 3), Other ; Article 3 - best interests of the child.  
Article 27 - adequate standard of living

**What impact will your proposal have on children's rights?** Article 3 - best interests of the child  
Article 27 - adequate standard of living

**How will the proposal give better effect to the UNCRC in Scotland?** The improvement plan aims to improve service delivery and performance and ensure regulatory and legislative compliance. The plan will help to ensure that we provide the best start in life for children, will support improvements to housing quality and ensure we meet with standards and outcomes of the Scottish Housing Charter.

**How will the impact be monitored?** Impact will be monitored against the standards and outcomes of the Scottish Housing Charter. A performance management framework is being developed to support this.

**How will you communicate to children and young people the impact of the proposal on their rights?** This will be considered within the communication plan which is under development.

### ***Consultation***

**Have you consulted with any of the protected characteristic groups who are potentially negatively affected by the proposal?** No

**What are your reasons for not consulting with any of the protected characteristic groups who are potentially negatively affected by the proposal?**

**How did you do this?**

**What were the results?**

### ***Negative Impacts***

**What steps will you take to reduce or remove potentially negative impacts?** n/a - the improvement plan seeks to ensure that all people in Angus receive a consistently high quality service, with no negative impacts on particular groups. An action has been identified within the improvement plan to review and promote the support available for customers applying for housing so those who are not digitally enabled are not negatively impacted by the online application / choice based lettings system.

### ***Justification***

**If your proposal will have a negative impact, what is your justification for taking it forward?** N/A. Any negative impacts identified for particular projects or activities will be address in the relevant EIA. At present no negative impacts have been identified from the improvements proposed.

### ***Public Sector Equality Duty***

**Does this proposal contribute to any, or all, of the public sector equality duty to?**  
Yes

**We need to know how your proposal does this :** The improvement plan provides opportunities to advance equalities - there are various improvement projects and activities within the plan including the ongoing review of policies, process and procedures, review of support available to housing applicants and the development of a revised tenant participation strategy, that can advance equality if opportunity and foster good relations between people of different characteristics. We will consider how each activity / project can contribute to the public sector equality duty as these are progressed.

**Is there anything that could be done to advance equalities in relation to this proposal?** As above.

***Fairer Scotland Duty:*** Not Applicable

***Monitoring***

**How will you monitor and review your assessment in line with your proposal?**

Individual EIAs will be undertaken, as required, for individual improvements projects or policy developments and this assessment updated in line with the findings, if required.

**Will this equality impact/fairer Scotland Duty/Children's Rights assessment be included with a committee report?** Published with committee report

***Approvers***

**Reviewer Approval:** Doreen Philips - PhillipsD@angus.gov.uk

**Review Date :** 21/05/2024 16:06

**Manager Approval :** Claire Greenhill - Service Leader - Housing

**Approval Date :** 29/05/2024 15:29