

Equality Impact Assessment Tool: Policy, Strategy and Plans
(Please follow the EQIA guidance in completing this form)

1. Name of Strategy, Policy or Plan

Renfrewshire Health and Homelessness Action Plan

Please tick box to indicate if this is: Current Policy, Strategy or Plan New Policy, Strategy or Plan

2. Brief Description – Purpose of the policy; Changes and outcomes; services or activities affected

Renfrewshire Health and Homelessness Action Plan (HHAP):

(a) Provides a tool for the Assessment of Health Service Access for persons affected by homelessness; and those in threat of homelessness.

(b) Provides a Framework for New Actions (based on the previous year's Independent Assessment) designed to Improve Health Service Access for Persons affected by Homelessness.

(c) Provides a tool for the setting of Actions for, and Assessment of, Health Improvement Activities for persons affected by homelessness.

The HHAP highlights Service User Consultation and Involvement as a priority on-going Action. It is a Board and Scotland-Wide Assessment and Planning Tool created to implement the Scottish Government's Health and Homelessness Standards, as summarised below:

1. NHS Greater Glasgow and Clyde's governance systems provide a framework in which improved health outcomes for homeless people are planned, delivered and sustained.
2. The Board takes an active role, in partnership with relevant agencies, to prevent and alleviate homelessness.
3. The Board demonstrates an understanding of the profile and health needs of homeless people across the area.
4. The Board takes action to ensure homeless people have equitable access to the full range of Health Services.
5. The Board's services respond positively to the health needs of homeless people.
6. The Board is effectively implementing the HHAP.

The HHAP was chosen to be subject to an Equality Impact Assessment (EQIA) as its successful implementation rests on partnership, cross-agency working which is generally accepted as the optimal way of delivering client/patient-centred care. The HHAP sits within the Inequalities Section of Renfrewshire CHP's Development Plan.

3 Lead Reviewer

Ann Drennan, Health, Homelessness and Housing Lead, Renfrewshire CHP

4. Please list all participants in carrying out this EQIA:

Susan Clocherty, Health Improvement Lead (Mental Health and Addiction), Renfrewshire CHP
Ann Carruthers, Manager, Housing Advice and Homelessness Service, Renfrewshire Council
Andrea Ritchie, Housing Estates Service Manager, Renfrewshire Council

5. Impact Assessment

A Does the policy explicitly promote equality of opportunity and anti-discrimination and refer to legislative and policy drivers in relation to Equality		
<p>The CHP Development Plan 2013/16 and the Inequalities Framework included within reflect the needs of marginalised groups, reducing the risk of unequal health outcomes. The CHP Development Plan and the Local Authority's Homelessness Strategy cross-reference health and homelessness issues, and the CHP is enabled to deliver the Scottish Government's Health and Homelessness Standards through partnership-working and the sharing of good practice with the Local Authority.</p> <p>The HHAP reflects the values of the Equality Act 2010. It is an Action Plan which is designed to ensure equality of access to Health Services across all of the Protected Characteristics introduced by the Equality Act: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion and Belief; Sex; Sexual Orientation and, within NHS GG&C, the addition of: Social and Economic Status and Other marginalised groups (Homeless, Addictions, Asylum Seekers/Refugees, Travellers and Ex-Offenders).</p>		
B What is known about the issues for people with protected characteristics in relation to the services or activities affected by the policy?		
		Source
All	Homeless Service User Consultation was undertaken within Renfrewshire over several days during January to February 2012. A Report on the Findings of the consultation, entitled: Homeless Service User Consultation and Involvement, dated 25.06.12 (revised 20.07.12), was subsequently presented to Senior Management Team (SMT), Renfrewshire CHP on 06.08.12 by the Head of Planning and Health Improvement. Following this consultation exercise, the CHP agreed an Annual Programme of Homeless Service User Consultation and	Homeless Service User Consultation via face-to-face interviews using a guide questionnaire framework utilising open and closed

	<p>Involvement using Qualitative Methods of Consultation in partnership with the Homelessness Service.</p> <p>The second Annual Homeless Service User Consultation Exercise took place during January 2013. A Report on the Findings of the consultation, entitled: Homeless Service User Consultation and Involvement, dated 14.05.13 was presented to SMT, Renfrewshire CHP on 27.05.13 by the Head of Planning and Health Improvement.</p> <p><i>'A study into the housing needs of minority ethnic communities in Renfrewshire reported that just over 3.2% of Renfrewshire's population is from a minority ethnic community and that this is smaller than the Scottish average of 4.5%. Analysis of the homelessness statistics for 2007/08 and 2008/09 shows that the vast majority of applications came from people who describe their ethnic origin as 'White Scottish', 'Other British' or 'Other White' – around 98% of the total. Only around 2% described themselves as from a minority ethnic background. However, the study also noted the increase in migrant workers (mainly Polish) within Renfrewshire between 2004 and 2008' (ODS Consulting, 2009, Housing Needs of Minority Ethnic Communities in Renfrewshire).</i></p> <p><i>'The Council and Housing Association partners are taking forward actions recommended by the study, including improvements to ethnic monitoring arrangements and raising awareness of the process for applying for social housing. Renfrewshire Council and its Community Planning partners are committed to promoting equal opportunities and eliminating discrimination in the design and delivery of services and will continue to make information on housing, homelessness and related services available in languages other than English and promote access to interpreter and translating services' (Renfrewshire's Homelessness Strategy 2010/2015). Consultation on Renfrewshire's Homelessness Strategy Action Plan Update 2013 is currently underway.</i></p>	<p>questions.</p> <p>As Above.</p> <p>(ODS Consulting, 2009, Housing Needs of Minority Ethnic Communities in Renfrewshire)</p> <p>Renfrewshire's Homelessness Strategy 2010/2015</p> <p>Consultation on Renfrewshire's Homelessness Strategy Action Plan Update 2013</p>
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	<p>Case Studies were written up following the Homeless Service User Consultation which took place during January and February 2012. These Case Studies were included in the Consultation Report to SMT and have been used to highlight the difficulties experienced by Homelessness Caseworkers when trying to access Community Mental Health Services on behalf of their clients, especially in relation to those in homelessness temporary accommodation. A Draft Housing and Homelessness Referral Pathway to Community Mental Health (CMH) Services has been raised at the Joint Planning, Performance, and Implementation Group (JPPIG) for Mental Health, Renfrewshire CHP and, once ratified, is to be aligned to the CMH Operational Policy. Progress on implementation of the Referral Pathway will be notified to the Housing, Housing Advice and Homelessness Services. Thereafter, Awareness-Raising Sessions will be arranged for Housing, Housing Advice and Homelessness Services staff.</p> <p>Case Studies were also written up following the Homeless Service User Consultation which took place during January 2013 and have been included within the respective Consultation Report to SMT. Feedback from Homeless Service Users during the Consultation has provided the CHP with an overview of homeless persons' experiences of health service access. Where issues were identified, these were addressed directly by assisting the homeless person to access services, and indirectly through the review of Referral Pathways and Service Access Criteria.</p> <p>The Housing Advice and Homelessness Service; The Housing Service; The Neighbourhood Offices Housing Service Housing Options Assessment Forms (recorded as Housing Advice Cases) and Homelessness Applications are utilised to collect Equalities Information in line with The Equality Act 2010. This information is passed to Housing Strategy, Renfrewshire Council, where it is input by Business Support Staff to the Housing Management IT System (which includes the Housing Register).</p>	<p>Homeless Service User Consultation (as above)</p> <p>As above</p> <p>Housing Advice and Homelessness Service, Renfrewshire Council</p>
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	<p>March: Steps for Stress. June: Health & Wellbeing. September: Mental Health Awareness. November: Keeping Safe and Well.</p> <p>All events will help to support people to access information to help improve their mental health and wellbeing. The events will include awareness-raising, coping strategies and take-away resources, e.g., 'Steps to deal with Stress Booklets' and relaxation CDs; Living Life Telephone Support Service Leaflets; and Breathing Space Telephone Support Service Leaflets.</p> <p>The CHP will offer Awareness-Raising Sessions on Health Screening Programmes (Prostrate, Breast and Bowel Cancers; Heart Problems and Stroke; and Diabetes) to clients of the Homelessness Service.</p> <p>Renfrewshire Council: Staff at the Housing Advice and Homelessness Service; and within the Housing and Property Department, Renfrewshire Council have been briefed on the Council's Equality and Diversity at Work Policy 'Fairness for All'. Staff also receive copies of this Policy and copies of the Council's Equalities Handbook: A Practical Guide for Staff. <i>Renfrewshire Council is committed to promoting equality for all its citizens through the services it provides. It aims to make sure that all its services and facilities are accessible to all, and intends that the most vulnerable members of the community are helped to lead a full and healthy life. The Equalities Handbook is intended to give some background information on the law on equality and diversity as well as how this affects service delivery. It provides some 'good practice' tips to support staff to deliver services in a non-discriminatory way, and outlines how to access translation and interpretation services' (Renfrewshire Council).</i></p> <p>All Housing and Property Service, and Housing Advice and Homelessness Service staff have been briefed on the Equalities Documents during the delivery of mandatory Equality Briefing/Training Sessions, whether staff had direct contact with the public or not. These Sessions covered the Protected Characteristics.</p>	<p>The George Street Homelessness Service, Renfrewshire Council and the Health Improvement Team, Renfrewshire CHP</p> <p>Renfrewshire CHP</p> <p>The Housing Advice and Homelessness Service and the Housing and Property Department, Renfrewshire Council.</p>
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Sex	Staff are aware that men and women may articulate different needs and aspirations. Should a service user request to be assisted by a male or female member of staff, the request will always be accommodated if staffing permits. Every effort is made to meet such requests.	Renfrewshire CHP and Renfrewshire Council
Gender Reassignment	Staff are aware of the legal requirements affecting the provision of confidential services to transgender people, and ensure that records indicate the gender identified by service users. All services employ a zero tolerance approach to transphobia and transgender related harassment among staff and service users.	As above
Race	Service users' Race is respected by staff, with a zero-tolerance approach to racism among staff, and service users. Negative myths and stereotypes about different racial and ethnic groups would be challenged.	As above
Disability	Staff receive Disability Awareness Sessions. For service users who have a disability, their specific temporary and permanent accommodation needs are met, although securing appropriate accommodation often takes more time as disabled adapted property is at a premium (see Section E2 for further information in this regard). For staff who have a disability, all reasonable adjustments are made within the workplace to support them in their role.	As above
Sexual Orientation	The CHP and the Local Authority include within their Policies and Procedures reference to lesbian, gay, bisexual and heterosexual people equally.	As above
Religion and Belief	Service users' religious and cultural beliefs are always considered and respected.	As above
Age	The CHP and the Housing Advice and Homelessness Service ensure that a person's age does not exclude them from receiving advice and assistance. From birth to age 19 years, referrals are made to the Health Visitor and School Nurse Service for all homeless households placed into temporary accommodation.	As above

	Older service users residing in staffed temporary accommodation are also assisted to access health services via the Complex Needs Nurse (Homelessness). They also have Housing Support Workers who ensure that they are linked into social care services as required.	
Pregnancy and Maternity	Service users who are mothers may have access to rest areas for breastfeeding, however, a mother is not restricted to rest areas to breastfeed.	As above
Marriage and Civil Partnership	Policies and procedures are written to treat Marriage and Civil Partnership equally.	As above
Social and Economic Status	The Housing Options Equality Monitoring Form does not ask applicants in regard to their Social and Economic Status. This question is included within the Housing Options Application and assistance is offered to any service user who may benefit from an Income Maximisation Check, or help to access a Money Advice and/or Law Centre, Citizens' Advice Bureaux, or other related service.	As above
Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex-offenders)	The Housing Options Equality Monitoring Form does not ask applicants in regard to Other Marginalised Groups. This question is included within the Housing Options Application, and within the Homelessness Application, and assistance is offered to any service user who may benefit from a referral to a Health and/or Social Care Service. Service users who have an addiction issue are offered referral to the Renfrewshire Drugs Service or to the Integrated Alcohol Team. Processes are also established to ensure that persons being liberated from Prison have a planned liberation into homelessness services if required, prior to their liberation date.	As above

C Do you expect the policy to have any positive impact on people with protected characteristics?			
	Highly Likely	Probable	Possible
General	The HHAP places priority to Homeless Service User Consultation, the results of which are used to guide service planning.		
Sex	Any client who requests a gender specific interviewer is provided with one, if available.		
Gender Reassignment	Any client who requests a gender specific interviewer is provided with one, if available. Staff are aware of the potential stigma which surrounds Gender Reassignment and always display respect for service users who advise that they are transsexual.		
Race	Staff have received Mandatory Awareness Sessions on the		

	<p>Protected Characteristics which includes Race. Staff are respectful to all service users, irrespective of their Race. All service users receive a person-centred, holistic Housing, Homelessness and Health Service, and staff are respectful of each other's Race.</p>		
Disability	<p>A Working Draft Referral Pathway: Housing, Housing Advice and Homelessness Services to the Community Mental Health Service is established. Staff are aware of the potential for service users to feel stigmatised when disclosing that they suffer from mental ill health. Staff will support and enable service users to access Mental Health Services.</p> <p>All Homelessness and Housing Offices have been Disability Discrimination Act (DDA) assessed and meet the appropriate standards. All premises have Hearing Loop Systems which are activated on</p>		

	<p>request. Any service user who requires a person to sign on their behalf is sourced through the Local Authority's Directory of Services. The Local Authority's Customer Service Centre in Paisley operates a desk enclosure interview system where interviews are conducted in relevant privacy. There are also private interview rooms available if requested, although they must be booked in advance. All other Housing and Homelessness Services Offices use private interview rooms for all interviews.</p>		
Sexual Orientation	<p>Staff have received Mandatory Awareness Sessions on the Protected Characteristics which includes Sexual Orientation.</p> <p>Both the CHP and the Local Authority communicate a zero tolerance approach to homophobia among staff and service users.</p>		
Religion and Belief	<p>Staff have received Mandatory Awareness Sessions on the</p>		

	<p>Protected Characteristics which includes Religion and Belief.</p> <p>The Housing Advice and Homelessness Service has access throughout the day, and an emergency service out-of-hours. Service users of different religions and beliefs can approach the Service throughout the day, with or without an appointment, and so it is believed that any religious commitments would be accommodated through the provision of unrestricted service access.</p>		
Age	<p>Birth-19 Years of Age - as per the Homeless Families Referral Pathway: Homelessness Services, Renfrewshire Council to the Health Visitor/School Nurse Service, Renfrewshire CHP.</p> <p>There is no cut-off upper limit on age in relation to seeking advice from the Housing or Homelessness Services.</p>		

	A Resource Information Pack was completed for the ROAR Service (Reaching Older Adults in Renfrewshire) in December 2012. Information on ROAR's Services, including access to Lunch Clubs for the elderly, has been passed to the Housing Advice and Homelessness Service.		
Marriage and Civil Partnership	Staff have received Mandatory Awareness Sessions on the Protected Characteristics which includes Marriage and Civil Partnership. Staff are respectful of all service users, and are respectful of the way in which service users would prefer to be addressed.		
Pregnancy and Maternity	Staff have received Mandatory Awareness Sessions on the Protected Characteristics which includes Pregnancy and Maternity. Any service user or member of staff would be accommodated within the Service to breastfeed. A private room would be made available on request, and there		

	is no restriction on where a mother may breastfeed within the Service.		
Social and Economic Status	<p>A money management event took place on 13.12.12. which included the provision of Stress Awareness Information.</p> <p>There have been several Awareness-Raising Sessions delivered by the Local Authority to Health Service staff in relation to Welfare Reform. Staff within the Local Authority and within Health Services are aware of the impact Welfare Reform may have on their joint clients/patients.</p>		
Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex-offenders)	<p>Staff have received Addiction (Drugs and Alcohol) Awareness Sessions.</p> <p>Staff are aware of the Referral Pathway and Policy in relation to Planned Discharge from Prison, and from Acute Mental Health Services.</p>		<p>Within Renfrewshire, there have been virtually no clients of the Homelessness Service who have been Asylum Seekers, and very few who have been Refugees. However, staff are aware of these marginalised groups.</p>

D Do you expect the policy to have any negative impact on people with protected characteristics?			
	Highly Likely	Probable	Possible
General	no	no	no
Sex	no	no	no
Gender Reassignment	no	no	no
Race	no	no	no
Disability		There remains a need for additional adapted property for use as temporary homelessness accommodation.	
Sexual Orientation	no	no	no

Religion and Belief	no	no	no
Age	no	no	no
Marriage and Civil Partnership	no	no	no
Pregnancy and Maternity	no	no	no
Social and Economic Status	no	no	no
Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex-offenders)	no	no	no

E Actions to be taken		
		Responsibility and Timescale
E1 Changes to policy	Not Required.	
E2 action to compensate for identified negative impact	<p>To gain an understanding of the types of accommodation which may be required in order to discharge the Local Authority's Homelessness Duty through the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Homelessness, etc. (Scotland) Act 2003. It is believed that more adapted property would support the Local Authority in discharging its Homelessness Duty to disabled clients of the Homelessness Service; <i>and for the Homelessness Service to also have sufficient availability of adapted property to be used as temporary accommodation.</i> A Review of adapted accommodation needs will be undertaken.</p> <p>The Housing Support Services (Homelessness) (Scotland) Regulations 2012</p> <p>Prevention of homelessness is a partnership responsibility. The Local Authority will review the New Housing Support Duty to those found to be Homeless or Threatened with Homelessness (Amendment to the Housing (Scotland) Act 1987 (inserted by the Housing (Scotland) Act 2010)).</p>	<p>31.03.14. Ann Carruthers, Manager, Housing Advice and Homelessness Services</p> <p>31.03.14. Ann Carruthers, Manager, Housing Advice and Homelessness Services</p>

	Implementation of the new duty, in adherence to the Guidance for Local Authorities published on 1 st June 2013, will support the Local Authority and the CHP in the prevention of homelessness, and in the overall delivery of the Health and Homelessness Action Plan during 2013/14 and beyond. The Health and Homelessness Action Plan is reviewed annually, and the next Review will be undertaken during August 2013.	31.08.13 Ann Drennan, Health, Homelessness & Housing Lead
E3 Further monitoring – potential positive or negative impact	Review of the EQIA will be undertaken annually.	Date of Review of EQIA: 31st July 2014.
E4 Further information required	Not Required.	

6. Review: Review date for policy / strategy / plan and any planned EQIA of services

31st July 2014

Lead Reviewer: Name: Ann Drennan
 Sign Off: Job Title: Health, Homelessness and Housing Lead, Renfrewshire CHP
 Signature: *Ann Drennan*
 Date: 12.07.13

Please email copy of the completed EQIA form to EQIA1@ggc.scot.nhs.uk

Or send hard copy to:

Corporate Inequalities Team, NHS Greater Glasgow and Clyde, JB Russell House, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow, G12 0XH

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