

INTEGRATED IMPACT ASSESSMENT COVERING

- EQUALITIES & SOCIO ECONOMIC DUTIES
- HUMAN RIGHTS AND RIGHTS OF THE CHILD

STAGE 1 - DO I NEED AN INTEGRATED IMPACT ASSESSMENT?

Name of policy or proposal: Tenant Participation Strategy 2024 - 2029	
Is this a	Mark X below
New activity, programme or policy?	
Change to an existing activity, programme or policy?	X
Budget proposal?	

Duties: tick the boxes you think apply	No	Maybe	Yes
Equalities: Will your proposal have an impact on groups with protected characteristics? <i>Consider the impact of your proposal on people and how they access your services and information without barriers.</i>			√
Socio-economic <i>Not every person/family has access to regular income or savings. Will your proposal have an adverse impact on them</i>	√		
Does your proposal impact on the human rights of people?	√		
Does your proposal impact on the rights of children and young people	√		

Reasoning

Briefly describe your reasoning for the responses given above:

The tenant participation strategy aims to provide a variety of options for tenants to get involved and influence housing services at a level and in a format that suits them.

It aims to increase the participation of under-represented group of tenants, minimising or removing barriers to participation and making opportunities accessible to people in protected groups.

It takes a blended approach, providing both digital and 'traditional' non-digital opportunities to get involved. Thus, enhancing the accessibility and flexibility of opportunities.

If you have answered “maybe” or “yes” to any of the Stage 1 questions above then proceed to complete the Stage 2 Integrated Impact Assessment questions below.

If you have answered “no” to the Stage 1 questions above then provide the details below and submit to [email]

Lead Officer for developing the contract	
Other people involved in the screening (this may be council staff, partners or others i.e. contractor or community)	
Date	

STAGE 2: INTEGRATED IMPACT ASSESSMENT

Brief description of the affected service

1. Describe what the service does:

The service engages with tenants and other housing service users to make decisions about and influence housing services. The Tenant Participation Strategy sets out how we

will take account of the views of tenants and support them in our decision making processes.

The Housing (Scotland) Act 2001 created a legal requirement for landlords to actively develop and support tenant participation. The Act introduced a requirement for landlords to have a tenant participation strategy in place.

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (The Charter) which sets out the standards and outcomes which landlords should be delivering to all social housing tenants. This includes an outcome on equalities which states that: “every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.”

2. Who are your main stakeholders?

- Moray Council tenants
- Moray households in housing need and/or homeless
- Staff
- Elected members
- External organisations including the Tenant Participation Advisory Service (TPAS), Scottish Housing Regulator (SHR), and Scottish Government.

3. What changes as a result of the proposals? Is the service reduced or removed?

There are no negative changes to the existing service.

The service is enhanced by widening the opportunities to participate.

4. How will this affect your customers?

The Tenant Participation Strategy aims to ensure a wide range of opportunities for involvement at a level that meets individual needs.

5. Impact on staff providing the service

No change to resources, met within existing budgets. There may be training opportunities.

6. Please indicate if these apply to any of the protected characteristics

Protected groups	Potential impacts and considerations
Race	Gypsy/travellers, refugees. Providing clear information in plain language and accessible formats. Interpretation for British Sign Language users or non-English speakers can be provided on request.

APPENDIX II

Disability	Accessible venues, digital options to join meetings and provide feedback. Digital resources and support can be provided to enable tenants to access digital opportunities. Providing clear information in plain language and accessible formats. Register of tenants who require information in alternative formats such as large print.
Carers (for elderly, disabled or minors)	Digital options to join meetings and provide feedback. Digital resources and support can be provided to enable tenants to access digital opportunities. Consider timing of meetings and caring responsibilities.
Sex	Variety of options to get involved – informal and formal, traditional and digital.
Pregnancy and maternity (including breastfeeding)	Digital options to join meetings and provide feedback, consider timing of meetings and caring responsibilities. Digital resources and support can be provided to enable tenants to access digital opportunities.
Sexual orientation	Variety of options to get involved – informal and formal, traditional and digital. Digital resources and support can be provided to enable tenants to access digital opportunities.
Age (include children, young people, midlife and older people)	Variety of options to get involved – informal and formal, traditional and digital. Digital resources and support can be provided to enable tenants to access digital opportunities.
Religion, and or belief	Consider timing of meetings.
Gender reassignment	Digital options to join meetings and provide feedback. Digital resources and support can be provided to enable tenants to access digital opportunities.
Inequalities arising from socio-economic differences	People in remote/ rural areas, lack of transport, travel times, poor weather conditions in winter. Digital options to join meetings and provide feedback, consider timing of meetings. Local in-person opportunities provided to mitigate against internet access, affordability and connectivity barriers. Digital resources and support can be provided to enable tenants to access digital

	opportunities. Relevant out of pocket expenses reimbursed such as travel to meetings.
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Human rights

List of convention rights	Describe, where applicable, if and how specific rights are engaged
Article 5: Right to liberty and security	No specific impacts identified.
Article 6: Right to a fair trial	No specific impacts identified.
Article 8: Right to respect for private and family life, correspondence and the home	Tenants can choose to get involved at a level that suits them.
<i>Article 10: Freedom of expression</i>	Tenants and other service users are consulted on and can express their views about housing services freely.
<i>Article 11: Freedom of assembly and association</i>	Tenants can form/join a Registered Tenants Organisation such as Moray Tenants Forum.
<i>Article 12: Right to marry</i>	No specific impacts identified.
<i>Article 14: Prohibition of discrimination (in relation to the convention rights)</i>	All tenants can access tenant participation opportunities.
<i>Article 1 of Protocol 1: Protection of property</i>	No specific impacts identified.
<i>Article 2 of Protocol 1: Right to education</i>	No specific impacts identified.
<i>Article 3 of Protocol 1: Right to free elections by secret ballot</i>	No specific impacts identified.

Children's Rights and Wellbeing

Relevant articles – UNCRC	Not applicable
Article 2 – Non discrimination	Not applicable
Article 12 – Respect of the views of the child	Not applicable
Article 3.1 – Best interest of the child	Not applicable

Article 6.2 – Right to survival and development	Not applicable
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7. Evidence. What information have you used to make your assessment?

Performance data	<ul style="list-style-type: none"> • Statutory indicators included within Annual Return on The Charter. • Tenant Satisfaction Survey (3 yearly, last undertaken 2021) includes indicators such as tenant views on opportunities to participate. Our 2021 survey showed that: <ul style="list-style-type: none"> ○ 96% of tenants were either very or fairly satisfied with opportunities given to them to participate in our Housing Services decision making processes. ○ Where tenants were not satisfied with opportunities to participate, the main reasons given were: <ul style="list-style-type: none"> ▪ Not aware of opportunities to get involved ▪ Don't think the Council listen/ getting involved makes a difference ○ Younger tenants are more likely to prefer electronic communications and are more likely to have internet access than older tenants.
Internal consultation	Will take place as part of the committee process.
Consultation with affected groups	<ul style="list-style-type: none"> • Pre-consultation exercise with register of interested tenants and via social media (124 survey responses), and engagement with Moray Tenant Forum. A formal consultation will take place once the draft strategy is presented to Housing and Community Safety Committee. • Customer feedback and complaints.
Local statistics	
National statistics	
Other	Other landlord best practice.

8. Evidence gaps

Do you need additional information in order to complete the information in the previous questions?
No.

9. Mitigating action

Can the impact of the proposed policy/activity be mitigated? Please explain

No negative impacts identified. Steps taken to mitigate against barriers to participation.

10. Justification

If nothing can be done to reduce the negative impact(s) but the proposed policy/activity must go ahead, what justification is there to continue with the change?

No negative impacts identified.

SECTION 3 CONCLUDING THE IIA

Concluding the IIA

1. No potential negative impacts on any of the protected groups were found.	√
2. Some potential negative impacts have been identified. The impacts relate to:	N/A
Reducing discrimination, harassment, victimisation or other conduct prohibited under the Equality Act 2010	N/A
Promoting equality of opportunity	N/A
Fostering good relations	N/A
3. The proposals interfere with human rights and/or the rights of the child	N/A
4. Negative impacts can be mitigated the proposals as outlined in question 8	N/A
5. The negative impacts cannot be fully mitigated but are justified as outlined in question 9.	N/A
6. Further consultation with affected groups is needed.	√
7. It is advised not to go ahead with the proposals.	N/A

Decision

Set out the rationale for deciding whether or not to proceed with the proposed actions:

The assessment has outlined the steps to be taken to ensure the proposals have positive impacts in relation to promoting equality of opportunity. Mitigating steps will enable a wider group of tenants to get involved in tenant participation activities.

Date of Decision: 02/10/23

Sign off and authorisation:

Service	Economy, Environment & Finance
Department	Housing and Property
Policy/activity subject to IIA	Tenant Participation Strategy
We have completed the integrated impact assessment for this policy/activity.	Name: Rebecca Irons Position: Customer Engagement Officer Date: 2/10/23
Authorisation by head of service	Name: Edward Thomas Position: Head of Service Date: 23 April 2024
Permission to publish on website - yes	
Please return this form to the Equal Opportunities Officer, Chief Executive's Office.	