

Integrated Impact Assessment Form
Promoting Equality, Human Rights and Sustainability

Title of Policy/ Proposal	Tenant Participation and Customer Engagement Strategy 2021-2024
Completion Date	23 rd. April 2021
Completed by	Hazel Thomson
Lead officer	Simon Bain

Type of Initiative:

Policy/Strategy ☒ X

Programme/Plan ☐ New or Proposed

Project ☐ Changing/Updated

Service ☐ Review or existing ☒ X

Function ☐ Other

Statement of Intent

1. Briefly describe the policy/proposal you are assessing.

Set out a clear understanding of the purpose of the policy being developed or reviewed (e.g. objectives, aims) including the context within which it will operate.

Tenant Participation and Customer Engagement Strategy 2021-2024 which sets out the framework for how tenant participation will work in Midlothian.

What will change as a result of this policy?

We will continue to promote and maximise tenant and customer involvement in the influencing and scrutiny of our housing services, resulting in improved services for tenants /customers. Increase the provision of information and continue to create better working relationships between staff and tenants/customers. We plan to introduce new welcome packs to first time tenants of Midlothian Council and also new build tenants giving them information on their local area and of local facilities on offer in Midlothian.

Increase the knowledge and understanding of tenant participation legislation to make sure we meet our legal requirements. Promote our activities which will be offered in a variety of ways to make sure we offer all our tenants and customers the opportunity to get involved in a way that suits them.

2. Do I need to undertake a Combined Impact Assessment?

High Relevance	Yes/no
The policy/ proposal has consequences for or affects people	Yes
The policy/proposal has potential to make a significant impact on equality	Yes
The policy/ proposal has the potential to make a significant impact on the economy and the delivery of economic outcomes	No
The policy/proposal is likely to have a significant environmental impact	No

	quality of the service.
Consultation and involvement findings	<p>We have consulted with our tenants/service users, Tenant Panel, RTO group, staff on our draft strategy.</p> <p>There was no negative feedback from any of the above groups.</p>
Good practice guidelines	We researched the Scottish Government guide and checklist on tenant participation/scrutiny and other stakeholder tenant participation strategies.
Other (please specify)	None
Is any further information required? How will you gather this?	None

4. How does the policy meet the different needs of and impact on groups in the community?

Equality Groups	Comments – positive/ negative impact
Older people, people in the middle years,	Positive impact – we offer all tenants and service users a menu of options for involvement so that they can get involved in a way that suits them such as accessible venues , select local venues that have loop system in place if needed, information in range of formats like braille, large print also translation services on request and signers if required.
Young people and children	As above
Women, men and transgender people (includes issues relating to pregnancy and maternity)	As above

Disabled people (included physical disability; learning disability; sensory Impairment; long term medical conditions; mental health problem)	As above
Minority ethnic people (includes Gypsy/Travellers migrant workers non-English)	As above
Refugees and asylum seekers	As above
People with different religions or beliefs (included people with no religion or belief.	As above
Lesbian; gay bisexual and heterosexual people	As above
People who are unmarried; married or in a civil partnership	As above
Those vulnerable to falling into poverty	
Unemployed	As above for these groups.
People on Benefits	As above
Single Parents and vulnerable families	As above
Pensioners	As above
Looked after Children	As above
Those leaving care settings ((including children and young people and those with illness)	As above
Homeless People	As above
Carers (including young carers)	As above
Those involved in the criminal justice system	As above
Those living in the most deprived communities (bottom 20% SIMD areas)	As above
People misusing services	As above

People with low literacy/numeracy	As above
Others e.g. veterans, students	As above
Geographical Communities	
Rural/ semi rural Communities	As above
Urban Communities	As above
Coastal Communities	None

5. Are there any other factors which will affect the way this policy impacts on the community or staff groups?

Have the necessary resources available and in place so that we can be responsive to tenants' needs which may change over time. Learning from our experiences whilst carrying out our tenant participation activities. More involvement by tenants and service users could lead to improvements and changes being made to our housing services.

6. Is any part of this policy/ service to be carried out wholly or partly by contractors?

If yes, how have you included equality and human rights considerations into the contract?

No – Midlothian Council carries out all the procedures

7. Have you considered how you will communicate information about this policy or policy change to those affected e.g. to those with hearing loss, speech impairment or English as a second language?

We will offer to provide information in a range of different formats to accommodate any tenants who have specific needs. We will provide access to signers and interpreters on request.

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8. Please consider how your policy will impact on each of the following?

Objectives Equality and Human Rights	Comments
Promotes / advances equality of opportunity e.g. improves access to and quality of services, status	Neutral impact-we will provide equal opportunity to all our tenants/service users to get involved and make sure that they can access our services. This may mean providing information in different formats and by offering tenants a range of ways to get involved that suits them. This participation will lead to improvements in the quality of our service.
Promotes good relations within and between people with protected characteristics and tackles harassment	As above but note this strategy will not tackle harassment.
Promotes participation, inclusion, dignity and self- control over decisions	We will provide equal opportunity to all our tenants/service users to get involved and make sure that they can access our services. This may mean providing information in different formats and by offering tenants a range of ways to get involved that suits them. This participation will lead to improvements in the quality of our service.
Builds family support networks, resilience and community capacity	Community capacity will be improved by the number of tenants participating in strategy involvement.
Reduces crime and fear of crime	This strategy will not directly reduce crime and fear of crime
Promotes healthier lifestyles including Diet and nutrition Sexual Health Substance Misuse	N/A

Exercise and physical activity Life Skills	
Environmental	
Reduce greenhouse gas (GHG) emissions in Midlothian (including carbon management)	Neutral impact, although if these subjects come up through our tenant participation activity we can increase tenant's knowledge and awareness of these topics which may in turn lead to a positive impact.
Plan for future climate change	As above
Pollution: air/ water/ soil/ noise	As above
Protect coastal and inland waters	As above
Enhance biodiversity	As above
Public Safety: Minimise waste generation/ infection control/ accidental injury /fire risk	As above
Reduce need to travel / promote sustainable forms of transport	As above
Improves the physical environment e.g. housing quality, public and green space	As above
Economic	
Maximises income and /or reduces income inequality	
Helps young people into positive destinations	Positive impact with participation helping to increase knowledge, skills, abilities and confidence. We may also prioritise our activity to proactively engage with other under-represented groups during the life of this strategy.
Supports local business	N/A
Helps people to access jobs (both paid and unpaid)	Participation may well increase knowledge, skills, abilities and confidence that will help access jobs.
Improving literacy and numeracy	As above
Improves working conditions, including equal pay	N/A

Improves local employment opportunities	Participation may well increase knowledge, skills, abilities and confidence that will help access jobs.
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9. Is the policy a qualifying Policy, Programme or Strategy as defined by The Environmental Impact Assessment (Scotland) Act 2005?

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10. Action Plan

Identified negative impact	Mitigating circumstances	Mitigating actions	Timeline	Responsible person
None identified				

11. Sign off by Head of Service/ NHS Project Lead

Kevin Anderson

10/06/2021