1. PURPOSE OF REPORT

The purpose of this report is to agree funding of £10,000 for the post of Ethnic Minority Housing Outreach Worker for the year 2011/12. This is a post that has been funded by Aberdeen City Council, Aberdeenshire Council and the Lintel Trust for the past three years. The purpose of the post is to provide support and information and advice to the ethnic community in relation to housing matters. This post was created in response to recommendations from the “Improving the understanding of the housing circumstances of minority ethnic communities in Aberdeen”. Funding for this post by Aberdeen City Council was paid through the Equalities Budget, however we have been informed this funding will no longer be available, we therefore seek to fund this post for 2011/12 through the HRA as most of the work carried out is housing related, subject to a similar commitment from Aberdeenshire Council and the other Registered social landlords operating in the area.

2. RECOMMENDATION(S)

1. That Committee agree an HRA contribution of £10,000 towards the funding of this post for 2011/12;

2. That officers provide a further report to committee if further funding is required for 2012-13

3. FINANCIAL IMPLICATIONS

The HRA in contributing £10,000 would allow the continuation of this joint funded post to continue in 2011/12. If the City Council had to fund the full costs of the post this would require £30,000 to be identified. There may be future financial implications if it is proposed to continue this post after 2011/12, a further report will be submitted to this committee if this is the case.
4. OTHER IMPLICATIONS

This post has been established over the last three years in partnership with Aberdeenshire Council and Registered Social Landlords (with funding from the Lintel Trust). The post was created as a result of the recommendations of the “Improving the understanding of the housing circumstances of minority ethnic communities in Aberdeen” which highlighted the need to provide a direct housing advice and information and support service to the ethnic minority community in the North East of Scotland. This has been a successful project and shows that social housing providers are committed to ensuring equality of access to housing services if the post continues. Failure to continue to fund this post could raise criticism of the Council in relation to indirect racial discrimination because we know there is a need for this service but are not providing it.

5. BACKGROUND/MAIN ISSUES

In 2003-4 the Council and Aberdeenshire Council undertook research into the housing requirement of the ethnic minority community in their areas. This research was undertaken by Heriot Watt University who produced the report “Improving the understanding the housing circumstances of the Minority Ethnic Communities in Aberdeen” and an action plan in 2004. Part of the action plan recommendations was to consider the provision of a dedicated Ethnic Minority Housing Outreach Worker, to provide housing support to and information and advice to the ethnic minority communities in Aberdeen City and Shire. It was agreed by the Council at a meeting of the Community Services and Registered Social Landlord Forum in March 2007 that officers of the Council work in partnership with Aberdeenshire and the RSLs to develop and implement this post, this project has been running since 2007.

The Ethnic Minority Housing Outreach Worker has been in post since 2007. This post has been funded by the three partners, £30,000 per annum on a part-time basis, 25 hours per week. The breakdown of funding since 2007 has been as follows per annum:

- Aberdeen City, £10,000
- Aberdeenshire, £10,000
- RSLs, £10,000 (through the Lintel Trust, an RSL charity)
- Total, £30,000

The Aberdeen City contribution to this funding was through the Equalities Budget. The Council’s present funding runs to March 2011. We have been informed that funding from the Equalities Budget is no longer available, therefore if the post is to continue after March 2011 there is a need to identify alternative funding for the year 2011/12. Administration support and office facilities are provide by the Tenants
First Housing Co-operative. The other partners are currently investigating how they will fund this post for 2011/12. Aberdeenshire Council have provisionally agreed to fund this post provided there is a similar commitment from this Council and the RSLs. We are awaiting a response from the RSLs as to their funding commitment with discussions currently ongoing between them.

This post has had a significant impact on the provision of housing, support and information and advice to the ethnic minority communities in Aberdeen City and the Shire. Local ethnic minority housing surgeries and the provision of printed information and advice literature have been provided mostly in other languages and one to one support services, i.e. helping with raising awareness of housing options, support to complete housing applications and assessing further housing support needs of the ethnic minority communities, for more details on the work that has been under taken by the Ethnic Minority Housing Outreach Worker Project see attached Assessment and Evaluation Report (Appendix 1.1)

Officers of the three partnership organisations met recent with the post-holder to discuss the future of the project and it was agreed the attached action plan should be drawn up showing outstanding work to be completed and future work not yet started (see Appendix 2) It can be seen from this action plan there is still considerable work to be undertaken in order to meet the continuing housing needs of the ethnic minority communities in the City.

It is proposed to fund this project for a further year based on the work identified in the above mentioned action plan. It is further proposed that the funding to support this project should be funded from the HRA taken that the bulk of the tasks carried out are related to housing services.

The work already carried out by the Ethnic Minority Housing Outreach Worker has demonstrated Aberdeen City Council and our partners’ commitment to ensuring equality of access to housing services for the ethnic minority communities.

6. IMPACT

Corporate -
- Aberdeen City residents have access to quality, affordable housing. (SOA)
- We live in well designed, sustainable places were we are able to access the amenities and services we need (SOA).
- Work with Registered Social Landlords to develop affordable housing including 2,000 new affordable houses (VDFL)

Public – A full Equality and Human Rights Impact Assessment has been carried out. The recommendations in this report will ensure
equality of access to housing services by the ethnic minority communities.

7. BACKGROUND PAPERS

“Improving the understanding of the housing circumstances of minority ethnic communities in Aberdeen” Heriot Watt University 2004

“Assessment and Evaluation of the Ethnic Minority Housing Outreach Worker Project Report”. (Appendix 1)

“Ethnic Minority Housing Outreach Worker Project Action Plan”. (Appendix 2)

8. REPORT AUTHOR DETAILS

Name: Les McGonigle

Job title: Local Housing Strategy Officer

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Phone number: 522582
Appendix 1.1

Ethnic Minority Housing Project

Reasons to continue funding a housing worker

- The HW is in a unique position to help individual EM individuals and families with housing issues. There is no other service in either ACC or Shire which presently offers this expertise.
- From an equalities point of view, ethnic minorities are a ‘vulnerable’ group. Other vulnerable groups such as the elderly or disabled have specialist housing support networks to help and advise them (eg: DPHS), sometimes charitable organisations, sometimes mainstream. There is a proven need for the EM housing project as evidenced by the work the project is involved in. The workload is increasing, not decreasing as the project becomes better known.
- The HW sits on a variety of committees in Aberdeen City and helps to inform and/or influence policy with regard to EMs + housing.
  - Ethnic Minority Forum
  - Equalities Working Group
  - In Migration Sub Group
- The HW works in partnership with Housing Officers and frontline staff at Aberdeen City and is building excellent relationships. Supporting the work of housing officers relieves pressure on very busy departments by dealing with cases which may be time rich due to communication issues. See case studies.
- The HW works in partnership with all the EM support groups in the area (GREC, MeAL, International Centre, Polish Assoc etc) and is the only link between these groups with housing experience
- The HW has acted as ‘informant’ on PIRF forms (for GREC) for several cases of reported racism in a housing related environment (incidents which would otherwise have gone unreported). The Police and GREC know that such incidents occur but have not previously had an EM contact going into these housing environments. See case studies.
- The HW works in partnership with all the relevant support agencies such as the Police, housing departments, benefits departments and RSLs and is the only link between these groups for ethnic minorities with a housing problem. See case study
- The HW also works in partnership with specialist support agencies such as SACRO, Grampian Women’s Aid and The Foyer and acts to help and support in difficult cases See case studies
• The HW actively supports the social activities of the various ethnic groups (eg: Muslim Women, International Fun Day etc) and attends EM events (eg: Mosque Open Day) and by so doing promotes the project and thereby increases the caseload and those who have been helped.

• The HW supports the work of mainstream support agencies (NHS, Police etc) by giving out leaflets in other languages with regard to other projects (as well as this one) at the drop in centres and from the main Tenants First office.

• The HW uses the interpretation and translation service at ACC and has helped support the work of Hermia and Baldeep by recommending 2 translators, one Russian speaker in Fraserburgh and a Rumanian speaker in Aberdeen, needed by the Homeless department. There was no known Rumanian speaker in Aberdeen and the Service had thought they would have to source a translator in Edinburgh (at a high cost).

• For every case there are more ‘background’ cases who have been helped by disseminating information and expertise throughout each ethnic group. Many of the new cases now come through word of mouth.

• The Project has its own website which acts as an information point and signpost for all housing related issues. By the end of August 2010 this will be populated with up to date information and advice on many housing issues for Ethnic Minorities, with web links to all the RSLs and ACC, plus those ethnic groups with their own association (eg: African and Polish Associations). Some of the documents will be translated, and as funds permit the project intends to translate as many of the important documents as possible, in particular into Polish and Russian (presently these speakers make up the main ‘hits’ on the site).

• There are many and varied examples of ‘caseload’ which demonstrate that there is a genuine and ongoing need for a highly qualified and experienced housing worker to support EMs in both City and Shire. See cases ZA and MA.

• EMs themselves are relieved to know there is someone they can turn to for expert advice and support when agencies themselves have given either wrong or inaccurate information.

• This particular project does not lend itself well to being run by volunteers.
  o The knowledge (eg: of rules governing HB, or housing legislation) is specialised and any wrong information given may seriously affect an individual.
  o The language barrier of a non native speaker trying to communicate with another non native speaker has its own pitfalls.
  o It is worth mentioning that whilst it is not desirable, there is often ‘rivalry’ or bad feeling between certain ethnic groups which means individuals outside one or more particular group may be ‘sidelined’. (There is an example of this happening at a drop in centre in Fraserburgh where a Russian speaking volunteer...)
‘chose’ those he wished to help. (This person has now moved on fortunately)

- It is important to note that EM individuals and families (particularly the migrant workers) are in this country to work. Most of those meet by the HW are working long hours for little pay and have little or no time to volunteer.

- The idea of ‘volunteering’ is a particularly British notion, dating back to the Victorian era of (Christian based) philanthropy. Whilst ‘helping one’s fellow man’ is common to all humanity, working well in religious societies for example Christian and Muslim Societies, volunteering itself is a rather mysterious idea to many ethnic minority communities. They help each other within groups (e.g. the Chinese) but a volunteer network is a big step along from this.

- Successive governments in the recent past have sought to tap into the traditional volunteer network in British society and have introduced ‘disclosure checking’ and ‘monitoring’. The result has been (in my experience as a volunteer on many committees including PTAs and as coordinator of The Grampian Young Arts Group) a disinclination to volunteer. Added to this the fact that most wives and mothers now work, the impact has been to lose many who would have been volunteers. For the reasons given above, the HW does not think the idea of implementing a volunteer network is realistic, however where possible they will continue to encourage involvement by volunteers in the project though this is likely to be on an ad hoc basis rather than any formal arrangement. GREC has a volunteer network, mostly students or those with no work permit looking for work experience. Generally speaking these are not my target group. Migrant workers make up the majority of my caseload.

- This Project will have run for 3 years by March 2010. Important relationships have been forged, extensive networks built up, and promotion of the project is continuing to bring in results and new cases. Word of mouth and building trusting relationships is extremely important and this is starting to reap benefits for the entire community. Pulling funding at this stage would potentially undo many of the advances made, and money spent.
Reasons to continue funding a housing worker in Aberdeen City
Examples of the casework undertaken by the Ethnic Minority Housing Outreach Worker:

Case Study 16
Aberdeen

Case was referred to me through Jim McKenzie (Grampian Police). Police had been called out to deal with a racist incident at an address in Aberdeen. A8 married to other Nationality, living in private accommodation in a block of flats. The couple have a downstairs neighbour who harasses the couple and who uses racist language. This has been ongoing over a long period. I met up with the couple to discuss their options. They do not want to move from their present flat, but wanted to resolve the problem with their neighbour. I referred them to SACRO (with their permission). Unfortunately the downstairs neighbour refused to get involved in mediation, but the outcome has so far been positive in that since the Police, my and SACRO involvement there have been no more reports of trouble.

I completed a PIRF form for this case (as an ‘informer’) which was sent to GREC.

Notes
This case is a good example of cross agency working to achieve a positive outcome.

Case study 23
Aberdeen

I met x as a result of ‘word of mouth’ via Grampian Women’s Aid. x is a single female A8 who has been living and working in Aberdeen for 3 years. She did not know when she arrived in UK that she needed a WRC (worker registration certificate) and her employer also did not know until earlier this year, when she was advised to get it. Her WRC is dated February 2010 although she has payslips and P45 going back all 3 years, but WRC cannot be backdated. x shares a flat with 2 friends. However she recently found out she is pregnant (absent father). Her employer is supportive and she will receive maternity allowance, but the flat is not suitable for a baby. Her flatmates want her to move out before the baby arrives (September). The lack of WRC is a problem in that it seemed eligibility to benefits was in doubt.

I worked with HB specialist at ACC on this problem and this has now been resolved. The case is ongoing with housing applications to ACC Council and
RSLs and I also advised x about HB in private rented properties. (see quote from employer)
‘Many thanks for being so kind and caring towards x. She appreciated all you are doing for her, and I just wanted to inform you that I am very grateful of your help as well. Thank you again for everything.’

Notes
This case highlighted the problems encountered through lack of knowledge. x was advised by frontline staff at ACC in both the housing department and HB department that she was not eligible for either Council housing or benefits. This turns out not to be the case but it is only by offering a specialist support service (this project!) that such cases can be helped.

Case Study 43
Aberdeen
x contacted me by phone, having seen the project poster in ACC HB department. x is a A8 single man. He has been living and working in Aberdeen for 5 years, but is presently unemployed. He has applied for Job Seekers Allowance and HB but his application is taking a long time to process (8 weeks) and x has nothing to live on. I phoned on his behalf and contacted ACC HB officer who was very helpful and supportive. She explained that the office was awaiting 25 items of information for clarification (wage slips, WRC etc) before processing. I was able to explain this to x and as a result of my intervention his claim was processed successfully that week.
I also contacted the Welfare Rights helpline who advised of a ‘Crisis’ loan x could apply for.

Notes
x was very grateful for my help. In spite of relatively good English he had not understood what paperwork he needed to provide, or why. Without my help x claim would have been ‘suspended’ (which would have resulted in further delays) since the HB office had given a deadline for paperwork to be in by. The project has made clear to me how housing issues are intrinsically tied up with other issues such as claims for HB, Job Seekers Allowance etc. It also highlights the type and level of knowledge required by the EM housing worker for the project to be delivered effectively.

Case Study 29
Aberdeen
I met x at EAL class. She is ‘other Nationality’ with husband and 2 children. They are ACC tenants, living upstairs in a block of 4. The downstairs (female) neighbour is abusive, racist and rude to x who is frightened to walk in the communal areas for fear of verbal abuse from this neighbour. I suggested that we report this to the Police and GREC but x said she needed permission from her husband to do this and she knew he would not want to ‘cause trouble’. He refused permission. I filled in PIRF form for GREC (as an informant, no names identified) and asked advice from Jim McKenzie (no names mentioned).
x has my phone number to hand in case she wants to call me for further help or advice. Her Language Teacher is also very supportive and she and I are working together to make sure x is OK.

Notes
This is an example of an ongoing case where there has as yet been no particular outcome due to cultural reluctance on behalf of husband of x. However the case highlights once again the importance of working together with others to provide emotional support if nothing else.

Case Study 43
Aberdeen
This case was referred to me. x is ‘other Nationality’ who arrived in this country aged 14 without a passport and unaccompanied. He will be 18 in August 2010.
x was in foster care and attending school in England until he was 16 when he came to Aberdeen to stay with a cousin. There was a family fall out and x was taken in by The Foyer. He has an asylum seekers allowance and his rent has been paid by Wiltshire CC (I think due to original destination). However on his 18th birthday all the rules change and The Foyer don’t know if they can continue to house him without payment.
His support worker at the Foyer wanted advice on how to help x (and the Foyer) with this housing issue. I did some research on the internet and had a meeting with SW + x in July 2010. A solicitor for the Foyer is also now involved. x fears deportation. SW and I are working hard to make sure that he has the best possible chance of a fair appraisal of his case by making sure we have completed all the forms necessary. It is not yet clear if he will be eligible for any type of help with housing or benefits.
x is a vulnerable young man desperately needing adult support and help.

Notes
There is quite simply not enough expertise on such cases in the NE of Scotland. I have certainly improved my knowledge in this area since starting work in this project, but I am by no means expert. (Quote below from SW).
‘Thank you so much for all your help, I have spent the whole morning looking through the links and have hopefully found some things that can be brought to the attention of his solicitor so we should get some answers soon (fingers crossed).
Any more information you come across would, as always, be greatly appreciated and warmly welcomed. Thank you again for all your help’

Case Study 20
Aberdeen
x was referred to me from Grampian Womens Aid (who had just received a poster from me).
x is A8 and has been living and working in Aberdeen for 3 years. She is a single woman with a partner who beats her up. She has been in the refuge
since February and has been signed off sick from work. The employer is trying to get rid of her. She is stat homeless but as a result of the situation is also suffering from severe depression. I worked with x with applications for RSLs and also referred her to MeAL employment advisor to help with employment issues. x is still in the hostel, but is improving and hopeful of a property soon.

Notes
I also referred GWA to EMLC in Glasgow for advice regarding the employment issues.
Since this case I have had 2 other cases referred to me from GWA. It is good to build up a relationship with professionals who link in to this project.

Case Study 5
Aberdeen

I met x at a drop in. x is a young married A8 man with wife and baby. He has been living and working in Scotland for 3 years. Has WRC and continuous work record to March 2010 when he started his own business (self employed). He lived for 2 years in the City, sharing one bedroom with 4 other A8 young men. When he got married he moved into a shared house in the Shire, but needed to move out of this property when the owners returned. He had just registered homeless in the Shire when I met him. The Shire agreed that he was stat homeless but referred him to the City (2 years in the City, only 6 months in the Shire). I went with him to ACC Homeless department. He had all his possessions in his van, along with the tools he had bought for his business. He was interviewed and declared homeless subject to the usual checks. However there was no temporary accommodation available and the family had to accept a room at Bon Accord St homeless hostel. The first night was very unpleasant with wife and baby crying all night due to noise in the corridor. I went down to the hostel the following day and spoke to the staff. The next night was better. They were allocated a 2 bed temporary furnished flat the following week, which they were delighted with. After 2 months and letters going between City and Shire Councils it was decided that the family were not in fact stat homeless (on a ‘technicality’) and they were given 2 days verbal notice to quit the temporary flat. I made an appointment with x at ACC homeless dept on that day (following a phone call from x). The homeless Officer explained that he had thought that the family were to be re-housed in the Shire (but had not thought to check this). x had brought all his paperwork with him and I was able to remind the HO that ACC needed to give 28 days notice in writing. During that month the family looked for and found private rented accommodation (£700 pcm, which they can hardly afford). Meantime the family were presented with a very large bill for their temporary homeless accommodation with ACC (approx £800 pcm). x has reasonable English but the letter he showed me regarding payment for the temporary accommodation is misleading in that it splits rent from ‘administration charge’ and it was not clearly spelt out to x exactly how much he needed to pay. I advised him to fill in HB form retrospectively, which he has been done. However there is no certainty about the success of this application.
This family did not have a good experience of ACC.
Since the move x has been in contact with me regarding Electricity and Gas suppliers in his new home, which I was also able to advise on.

**Action**

It would be good for HO to ensure that foreign Nationals are clear about rental payments before moving into homeless accommodation. Most know ACC tenants and the ‘normal’ rental charge. It is not reasonable to suppose that applicants should know that the temporary rents are 3 times higher. Indeed I wonder why they should be? Anyone on HB gets this paid, but employed or self employed applicants are expected to find the excessive rent themselves. It was clear to me that if I had not been involved in this case, the family would have been evicted with 2 days notice onto the street.

Having spent a morning shadowing in the Homeless department I found all the staff dedicated to providing a good service. However the numbers of those presenting homeless grows every day and it is understandable if staff simply do not have the resources to spend helping people with poor English – who take up more time. I have offered my services to Alison McKinnon (ACC) to help with any ‘time rich’ cases.

**Case Study 35**

**Aberdeen**

I met x at an EAL class. x has been living in ACC block of flats, first as ACC tenant and then as owner occupier. x is A8 and has poor English. He has been working full time in Aberdeen for 5 years. x had a query about 2 sets of railings between his block and the next block of flats (owned by ACC). The 2 blocks have 4 flats each, with metal railing boundary between each block. Between the 2 sets of railings is a gap (originally a path) which has become a litter dump and very unsightly. x wants to know if he can remove one set of railings and tidy up the area. The railings are rotten and unpainted. I contacted the HO for the block next door and asked about this. She got in touch with ‘Sales and Consents’ to check on the details of ownership. x certainly owns part of the area, but S & C are unwilling to let him either remove any railings or alter the present arrangement due to ACC part-ownership of land etc. I am trying to fix up an appointment with S & C, together with x to see if we can find a mutually agreeable solution.

**Notes**

This is a good example of the project working together with ACC. If we can find a solution, the 2 blocks would benefit from the face lift!

**Case Study 37**

**Aberdeen**

I met x at an EAL class. x is A8 has been living in ACC block of flats as a tenant of ACC with her husband and 2 children. x is unhappy about the rubbish which has been dumped in the hallway (block of 4 flats). She is also unhappy that no-one (apart from herself) is abiding by the cleaning rota. She had brought this to the attention of HO but any improvement is only
temporary. In addition the door to the drying green is locked with a padlock and there is only one key.

I took up these issues with the HO, who was very helpful and supportive. She explained that this particular block is a ‘problem’ with one particular (Scottish) family involved in ‘anti social activities’. No one knows (or is prepared to report) who is doing the dumping, but this goes on, and is of large items such as sofas and fridges etc. The drying green had been padlocked by Maintenance dept as a result of reports of illegal activities. Meantime the rubbish has been removed (until the next time) and keys have been cut for x to use the green. I have encouraged x and another A8 family in the block to report any issues either to me or the HO so that we can tackle the problem together. I encouraged her to try to work with her neighbours on the cleaning communal areas issue. Should problems continue I am looking to encourage the installation of CCTV in the communal hallway, with the support of the HO.

Notes
The project gave support to ACC tenant in a difficult situation. Working with HO helps to relieve pressure on the Housing Dept.
## Appendix 2

### ETHNIC MINORITY OUTREACH WORKER ACTION PLAN 2010/11

<table>
<thead>
<tr>
<th>Strategic Objective</th>
<th>What do we need to do to make the change?</th>
<th>How will we know things have been improved? What are our performance measures?</th>
<th>How well have we got on? Score progress and ground in evidence</th>
<th>Anticipated Outcome</th>
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<tbody>
<tr>
<td>Objective 1 - Ethnic Minorities have access to good quality affordable housing</td>
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<tr>
<td>1.1 Identify the housing needs of migrant workers and people in Ethnic Minority groups.</td>
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<tr>
<td>1</td>
<td>Set up mobile housing surgeries within the community</td>
<td>Number of people from minority ethnic community and migrant worker attending housing surgeries</td>
<td>Ethnic Minority Housing worker regularly sets up surgeries in places of employment and community facilities.</td>
<td>Contribute effectively to the integration and cohesion in providing adequate housing provision</td>
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<td>2</td>
<td>Liaise with employers to identify unregistered HMOs</td>
<td>Number of unregistered HMOs identified</td>
<td></td>
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<td>3</td>
<td>Establish the extent of homelessness within the Ethnic Minority Community</td>
<td>Number of Ethnic Minorities applying as homeless</td>
<td></td>
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<tr>
<td>4</td>
<td>Assist Ethnic Minorities in filling out council housing application forms</td>
<td>Number of council housing applications from Ethnic Minorities</td>
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<td>5</td>
<td>Work with Housing Officers and front-line staff to build relationships and in turn offer a comprehensive service to the Ethnic Minority Community.</td>
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<td>Relieved pressure on front-line housing staff by dealing with cases which are ‘time rich’ due to language barriers.</td>
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<td>Objective 2 - People in Aberdeen City and Aberdeenshire feel safer from antisocial behaviour and experience an improved quality of life</td>
<td>Description</td>
<td>Current Status</td>
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<td>1.2 Develop links with Registered Social Landlords (RSLs) in Aberdeen City and Aberdeenshire</td>
<td>Become involved in the RSL Housing Equalities Working Group</td>
<td>Attendance at meetings and taking forward actions as required</td>
<td>Currently attending meetings and developing actions from this Working Group</td>
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<td>1.3 Ethnic Minorities accommodation and support needs are integrated into Local housing Strategy (LHS) and other appropriate local authority strategies.</td>
<td>Become involved in the development and implementation of strategies to ensure the housing needs of the ethnic minority community and migrant workers are integrated into key strategic housing documents.</td>
<td>Provided feedback/ updates to the Councils' officers responsible for the development and implementation of Strategic Housing documents, especially the new LHS.</td>
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<td>Objective 2 - People in Aberdeen City and Aberdeenshire feel safer from antisocial behaviour and experience an improved quality of life</td>
<td>2.1 Reduce risk of harassment, disadvantage and mental health/isolation issues amongst Ethnic Minorities</td>
<td>Encourage Ethnic Minorities to report instances of discrimination</td>
<td>Number of incidences recorded</td>
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<td>2.2</td>
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<td>Ethnic Minorities to feel safe in their own home and community</td>
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<td>Objective 3 - The successful integration of the ethnic minority community and migrant workers into the wider community in Aberdeen City and Aberdeenshire</td>
<td>3.1 Ensure Ethnic Minorities and migrant workers have access to information as with the general population to ensure equality of access to services</td>
<td>Provide relevant information in different languages</td>
<td>Leaflets and posters promoting the work of the Ethnic Minority Worker have been produced in Polish, Lithuanian, Russian, Portuguese and Latvian. Housing advice leaflets have also been produced in the City in ethnic minority languages</td>
<td>Contribute to sustaining community cohesion and social integration</td>
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<td>10</td>
<td>Disseminate leaflets/publications from services within the Council especially housing but also education and social work</td>
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<tr>
<td></td>
<td>11</td>
<td>Develop a web based information site for ethnic minorities and migrant workers</td>
<td>Amber</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>Contribute to the development of the Councils’ “Welcome packs” for those moving to work in Aberdeen City and Aberdeenshire areas</td>
<td>Red</td>
<td></td>
</tr>
<tr>
<td></td>
<td>13</td>
<td>Ethnic Minorities access services they need, are more self-reliant and pro-active and engage more with</td>
<td>Work with GREC, MeAL, and the International Centre etc and attended the events organised by them to promote the work of the project.</td>
<td>Amber</td>
</tr>
<tr>
<td>3.3</td>
<td>Ethnic minorities are represented at meetings within the council and with external organisations</td>
<td>15</td>
<td>As a member of Integrate Aberdeenshire and Aberdeen Prejudice Incidents Partnership, provide feedback to these groups and their partner organisations</td>
<td>Amber</td>
</tr>
</tbody>
</table>
Equality and Human Rights Impact Assessment - the Form

Eight steps to an equality and human rights impact assessment
There are separate guidance notes to accompany this form – “Equality and Human Rights Impact Assessment – the Guide.” Please use these guidance notes as you complete this form.

**STEP 1: Identify essential information** (To complete this section please use the notes on page 8 of the guide to the Equality and Human Rights Impact Assessment.)

1. Name of function, policy or procedure

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
<th>Service</th>
<th>Directorate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Les McGonigle</td>
<td>Local Housing Strategy Officer</td>
<td>Planning and Policy Housing</td>
<td>Housing and Environment</td>
</tr>
<tr>
<td>Sandra Bruce</td>
<td>Strategist (Area South)</td>
<td>Community Planning and Regeneration</td>
<td>Housing and Environment</td>
</tr>
</tbody>
</table>

2. Is this function, policy or procedure  
   - X New
   - □ Reviewed

3. Officers completing this form

4. Date of Impact Assessment  
   23/09/10

5. Lead council service(s) involved in the delivery of this function, policy, procedure

   Housing & Environment

6. Who else is involved in the delivery of this function, policy or procedure? (for example other Council services or partner agencies)  
   (if none go to question 8)

   Aberdeenshire Council  
   Registered Social Landlords Operational in Aberdeen City and Shire

7. How have they been involved in the equality and human rights impact assessment process?

   Both the above partners are currently seeking funding from their organisations for this post.
**STEP 2: Outline the aims of the function, policy or procedure** (To complete this section please use the notes on pages 9-10 of the guide to the Equality and Human Rights Impact Assessment.)

8. What are the main aims of the function, policy or procedure? Please list

To seeking funding for the post of Ethnic Minority Housing Outreach Work for a further year, 2011-2012

9. Who are the main beneficiaries of the function, policy or procedure? Please list

Ethnic Minority Community in Aberdeen City and Shire.

The Ethnic Minority Housing Outreach Worker provides a housing service to the Ethnic Minority Community to ensure they receive equal access to all housing service.

10. Is the function, policy or procedure intended to increase equality of opportunity by permitting positive action or action to redress disadvantage?

☐ Yes
☐ No
Give details

The Ethnic Minority Community is sometimes unaware of their rights to access to social rented housing and other housing related services and options. The Ethnic Minority Housing Outreach Worker provides a link between the Ethnic Minority Community and housing services through provision of advice, provision of information and support to this part of the community.

11. What impact will the function, policy or procedure have on promoting good relations and wider community cohesion?

This report builds on the previous work of this post-holder, who has worked with this community for the last three years. The Outreach Worker has developed many contacts within this community and the work carried out is valued by this community. The post ensures that this community has equality of access to housing services and provides support to those already in housed.

Therefore funding this post will build on previous work by the post-holder and lead to the expansion of other services in 2011-2011. This post helps to promote good relations and inter-community cohesion.

**STEP 3: Gather and consider evidence** (To complete this section please use the notes on pages 11-12 of the guide to the equality and human rights impact assessment)
12. What evidence is there to identify any potential positive or negative impacts?

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation</td>
<td>Regular consultation is taken by the post-holder with the Ethnic Minority Community and their representative organisations such as GREC, MEAL and the International Centre. The post-holder also attends meeting of the Ethnic Minority Forum and ethnic Minority events to promote the services provided by the project.</td>
</tr>
<tr>
<td>Research</td>
<td>This post was created in response to recommendations from the “Improving the understanding of the housing circumstances of minority ethnic communities in Aberdeen”.</td>
</tr>
<tr>
<td>Officer knowledge and</td>
<td>There are regular management meetings for this project to ensure the services are being provided to this community. As part of this report there is an evaluation of the project and its impact.</td>
</tr>
<tr>
<td>experience (including feedback from frontline staff)</td>
<td></td>
</tr>
<tr>
<td>Equality monitoring data</td>
<td>Records are kept by the post-holder of all contacts and cases they involved in. An example of cases is an appendix to this report.</td>
</tr>
<tr>
<td>User feedback (including complaints)</td>
<td>User feedback on the services provided are in some cases included in the case studies above.</td>
</tr>
</tbody>
</table>

**STEP 4: Assess likely impacts on equality strands** (To complete this section please use the notes on pages 13 –14 of the guide to the Equality and Human Rights Impact Assessment)

13. Which, if any, equality target groups and others could be affected by this function policy or procedure? Place the symbol in the relevant box.

<table>
<thead>
<tr>
<th>Equality Target Group</th>
<th>Positive Impact(+)</th>
<th>Neutral Impact (0)</th>
<th>Negative Impact(-)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race*</td>
<td>+</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Disability</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender **</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LGB***</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Belief</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Younger</td>
<td>+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Older</td>
<td>+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td>0</td>
<td></td>
<td>-</td>
</tr>
</tbody>
</table>

* Race include Gypsies/Travellers
** Gender includes Transgender
14. From the groups you have highlighted above, what positive and negative impacts do you think the function, policy or procedure might have? Detail the impacts and describe the groups affected.

<table>
<thead>
<tr>
<th>Positive impacts (describe groups affected)</th>
<th>Negative Impacts (describe groups affected)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In general this service has a positive impact on the ethnic minority community and ensures equality of access to housing services. The service also benefits older and younger members of this community.</td>
<td>There are no negative impacts from this report.</td>
</tr>
</tbody>
</table>

STEP 5: Apply the three key assessment tests for compliance assurance (To complete this section please use the notes on pages 15 – 17 of the guide to the Equality and Human Rights Impact Assessment.)

15. Does this policy/procedure have the potential to interfere with an individual’s rights as set out in the Human Rights Act 1998? State which rights might be affected by ticking the appropriate box(es) and how. **If you answer “no”, go to question 19.**

No

☐ Article 3 – Right not to be subjected to torture, inhumane or degrading treatment or punishment
☐ Article 6 – Right to a fair and public hearing
☐ Article 8 – Right to respect for private and family life, home and correspondence
☐ Article 10 – freedom of expression
☐ Other article not listed above

How?

Legality
16. Where there is a potential negative impact is there a legal basis in the relevant domestic law?

Legitimate aim
17. Is the aim of the policy a legitimate aim being served in terms of the relevant equality legislation or the Human Rights Act?
Proportionality
18. Is the impact of the policy proportionate to the legitimate aim being pursued? Is it the minimum necessary interference to achieve the legitimate aim?

STEP 6: Monitor and review (To complete this section please use the notes on page 18 of the guide to the Equality and Human Rights Impact Assessment).

19. How will you monitor the implementation of the function, policy or procedure? (For example, customer satisfaction questionnaires)

Through:
- There is a management team drawn from the funding partners which meets on a regular basis to ensure the service is being delivered and to resolve any issues.

20. How will the results be used to develop the function policy or procedure?

Any issues which arise will be addressed and any modifications to the project will be put in place.

21. When is the function, policy or procedure due for review?

The project will be evaluated and reviewed in 2011-12

STEP 7: Report results and summary of EHRIA to the public (To complete this section please use the notes on page 19 of the guide to the Equality and Human Rights Impact Assessment).

22. Where will you publish the results of the Equality and Human Rights Impact Assessment?

Please indicate as follows by ticking the appropriate box(es).

☐ Summary of EHRIA will be published in committee report under section “Equality Impact Assessment”

☐ ✔ Full EHRIA will be attached to the committee report as an appendix

☐ Summary of EHRIA to be published on council website within relevant service pages
23. Please summarise the results of the Equality and Human Rights Impact Assessment and give an overview of whether the policy, procedure or function will meet the Council’s responsibilities in relation to equality and human rights. This summary needs to include any practical actions you intend to take / have taken to reduce, justify or remove any adverse negative impacts.

There will be a positive impact for Ethnic Minority Community from this committee. The continuation of this post will ensure and promote equality of access to housing services and options and therefore confirm this Councils and our partners commitment to our race equality duty to promote good race relations.

Working with partners, the Ethnic Minority Community will receive equal access to housing services as that of the general population.

STEP 8 SIGN OFF (To complete this section please use the notes on page 20 of the guide to the Equality and Human Rights Impact Assessment)

The final stage of the EHRIA is to formally sign off the document as being a complete, rigorous and robust assessment.

Person completing the impact assessment

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Les McGonigle</td>
<td>23 September 2010</td>
<td></td>
</tr>
</tbody>
</table>

Quality check: document has been checked by

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandra Bruce</td>
<td>23 September 2010</td>
<td></td>
</tr>
</tbody>
</table>

Head of Service (Sign-off)

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donald Urquhart</td>
<td>23 September 2010</td>
<td></td>
</tr>
</tbody>
</table>
Now –

Please send a copy of your completed EHRIA form together with the Policy/Strategy/Procedure to:

Head of Service
Community Planning and Regeneration,
Strategic Leadership
Aberdeen City Council
St. Nicholas House
Broad Street
Aberdeen
AB10 1GZ