



# EQUALITY & DIVERSITY STRATEGY

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**EQUALITY & DIVERSITY STRATEGY**

## 1 INTRODUCTION

Charing Cross Housing Association is committed to promoting equality and diversity. We will ensure people are treated fairly and individual differences are valued and respected. We will not tolerate discrimination (either direct or indirect), victimisation or harassment.

We will act within equality legislation and comply with standards set by the Scottish Housing Regulator and the Care Inspectorate.

The Equality Act 2010 covers nine protected characteristics which cannot be used as reason to treat people unfairly. They are:- age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation

## 2 EQUAL OPPORTUNITIES STATEMENT

Charing Cross Housing Association is committed to achieving equality of opportunity to those we house, employ, hire or provide services. The Association is committed to encouraging diversity, eliminating discrimination and providing equality of opportunity for all.

## 3 POLICIES

The following policies and outcomes are of particular relevance in addressing equality and diversity.

### Policy

Membership Policy

### Outcome

To attract people from the groups and communities we serve to become members of the Association.

Complaints Policy

To allow those receiving services from the Association to make a complaint if they are not satisfied with our performance.

Allocation and Transfer Policy

Recognition in policy for family/social/ community support for applicants with specific needs. Harassment points can be awarded.

The Association has a small number of barrier free and wheelchair accessible properties. At the point of registration applicants requiring these properties are placed on a special needs list.

The Association has 57 sheltered units and a separate list is maintained for applicants requiring this type of housing.

Anti-social Behaviour and Harassment Policy

To enable the Association to take early and effective action against anti-social behaviour and harassment.

Racial Harassment Policy and Procedures

The Association is committed to ensuring the safety and security of people, their homes and neighbours. This policy details what action is to be taken to deal with racial harassment.

Tenants Participation Strategy

To consult and inform tenants on the service received and future policy changes. To set an annual action plan in relation to tenant participation.

Housing Support Policy

To provide assistance to tenants in our sheltered housing developments to maintain independent living.

Maintenance Policy

To ensure tenants enjoy a safe and secure home, maintaining our properties to a high standard and providing an effective repairs service.

Equality and Diversity Policy (Employment)	This policy is to ensure a consistent approach in promoting equality and diversity in employment and recruitment. It also covers discrimination by and towards members of the public, governing bodies members, contractors and staff from other agencies.
Recruitment Policy	To ensure quality of opportunity and treatment in recruitment and employment of staff. Applicants complete EO questionnaires for monitoring purposes.
Flexible Working Policy	To comply with the right to request flexible working and to ensure equality and fairness throughout the process and employees life/work balance.
Dignity at Work Policy	This is to ensure all employees are treated with dignity and respect. It outlines the procedures to be adopted if harassment occurs.
Policy on Unacceptable Behaviour from Customers	This policy is to protect staff who are subjected to unacceptable behaviour from customers.

**GOOD PRACTICE**

A key feature of the Association’s strategy is to develop good practice in promoting equality and diversity.

The following functions enable the Association to meet a variety of needs in the community.

**(a) Leases with Specialist Organisations**

- (i) Talbot Association lease two hostels from the Association to provide accommodation for the long term homeless.

- (ii) Hemat Gryffe Women's Aid deals with black and minority ethnic women suffering from domestic abuse. The Association leases a drop-in centre to Hemat Gryffe Women's aid.

**(b) Services for Elderly/Disabled**

- (i) The Association maintains a register of flats with disabled aids and adaptations for reference for future lets to tenants requiring similar adaptations.
- (ii) The Association undertakes alterations to flats, subject to budget, to enable installation of aids and adaptations to allow tenants to continue to live in their own home.
- (iii) The Association replaces batteries for smoke alarms/carbon monoxide alarms for elderly and disabled free of charge.
- (iv) The Association has a portable mini-loop system which can be used in interview rooms, sheltered housing and tenants homes.
- (v) Home visits are arranged for elderly and disabled.
- (vi) The office is barrier free and accessible for disabled or elderly who wish to come into the office.
- (vii) Bi-lingual Warden for Chinese elderly at Pitt Street.

**(c) Religious and Cultural Needs**

The Association are sensitive to the religious and cultural needs of the communities it serves. Staff ensure that they do not carry out home visits or contact tenants on days or times that would be unsuitable eg religious holidays, festivals etc.

**(d) Interpreting/Translating Services**

Interpreting Services are used for interpreting and translation services when required. Documents can be translated into other languages on request.

**(e) Policies**

Policies can be made available in summary in braille, audio tape, large print and community languages.

**(f) Monitoring**

- (I) The Association monitors the ethnicity and disability of waiting list applicants and reports monthly to the Management Committee, in newsletters and the Annual Report.
- (ii) The Finance, Audit & Personnel Sub-Committee receive reports on equal opportunities monitoring of job applicants at appointment stages.
- (iii) The Association reports annually in the ARC the ethnic origin, disability and gender of staff, governing body members, existing tenants, applicants on the housing list and new lets/relets.