

Appendix 1: Equality and Human Rights Action Plan: April 2023 to March 2024

31-7-23	Actions	Measures of success	Timescale	Status	Lead Officer
1. <i>Raise awareness of the association's equal opportunities commitment</i>	1. Ensure that our commitment to equality and human rights is clearly displayed in the office reception/common areas and on our website and in Roystonhill Community Hub. To ensure that anyone engaging with the Association is aware of our commitments and that anyone experiencing discrimination can be assured the Association will take the appropriate action in line with our policies and procedures.	Ensure posters are displayed in reception/common areas in the office and in Roystonhill Community Hub	30-6-23	Ongoing	CGO
	2. To develop a leaflet summarising our Equality and Human Rights Policy and make available at our reception areas, Social Media and on our website.	Ensure leaflet summarising our Policy and commitment is developed and made available.	30-6-23	Ongoing	CGO
	3. Carry out a consultation on Equality & Human Rights Policy and action plan. We will do this by using all available technology such as SDM text messaging service, Survey Monkey and focus groups	Consultation completed and used to influence Policy and action plan.	Completed 31.03.23.	Survey carried out with tenants and reported to Committee on 27-2-23	CGO/ Housing Manager

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	4. Publicise the Policy & annual statement on Equality & Human Rights in the relevant edition of the Association's Newsletter, website and social media. This should emphasise the Association's commitment to equalities and ensuring all sections of our community receive fair treatment and have equal access to our housing and all our services.	Relevant articles published in newsletter, website and social media.	31-7-23	Ongoing	CGO
	5. Raise awareness that the Association's public documents can be made available in different formats on request (i.e. translated, large print, on CD in Braille, etc.)	Affiliated to Happy to Translate and provide language interpreting services where requested. Ensure website has a select language option.	Completed 31.03.23	Website can translate to other languages.	CGO
	6. Provide relevant training for our Committee and staff team.	Training delivered by Carole Ewart	31.12.23	Last completed 2021. Next due 2023.	CGO
	7. The association will gather information comparing the composition of tenants, housing applicants, Association members, staff and Committee members against all of the protected characteristics outlined in the Equality Act (2010), and the Scottish Housing	Monitoring information gathered as part of our Equality & Diversity Surveys and other monitoring activities.	Completed 31.03.23	Complete	CGO

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	Regulator's regulatory Framework published in February 2019.				
	8. The Association uses the information it collects (about the 9 protected characteristics) to tailor our services for all tenants, applicants staff, Committee and service users. We will seek to ensure that all groups in our community have an opportunity to be consulted and influence the direction of the Association.	Appropriate positive actions identified and actioned. Consultation with different groups undertaken and where appropriate used to influence the association's services.	31-3-24	Ongoing	CGO
	9. Review our register of tenants and other customers who are willing to be consulted at "arms length" through social media, telephone calls, emails, Survey Monkey etc., and involve them in future consultations.	Consultation Register in place and will be reviewed annually	Completed 31.03.24	Ongoing	CGO
	10. To use any events which the association hosts to ask for feedback on our services in general, and how effectively we deliver equality of opportunity.	To ensure all staff who host events are aware of this commitment and seek feedback.	Completed 31.03.24	Ongoing	CGO/VA

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Aim	Actions	Measures of Success	Timescales	Status	Lead Officer
2. To develop an Equality Impact Assessment tool	1) The Senior Management to discuss the draft EIA tool and amend as appropriate		31-7-23		Director
	2) Trial the tool for 6-months & apply it to policy reviews.		28-2-24		Senior Management Team
	3) Senior Management to discuss the trial's findings and adopt the EIA tool.		28-3-24		Senior Management Team
	4) Amend Committee reporting schedule to include Equality & Human Rights Impact.		Completed 30-6-23	Complete	Director

Aim	Actions	Measures of success	Timescale	Status (achieved / on-going)	Lead Officer
3. Actively assist equality groups within the local community to benefit from our services	1. Try to make connections with groups or organisations that may be under-represented or marginalised (e.g. Young @ Heart 50+ lunch club, Positive Action in Housing, Scottish Refugee Council, Glasgow Centre for Inclusive Living, Groups using the Roystonhill Community Hub) with a view to identifying	Identifying relevant groups and arrange an initial meeting.		Ongoing: Work on-going with Young & Heart 50+ Lunch Club	CGO/VC

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	what the Association can do to improve its services.				
	2. To effectively sign-post tenants and potential tenants with specific support needs to support agencies.	Ongoing referrals across all services including HM, Maint, FCO, TSO, MA, EA etc...		Ongoing: Tenants currently signed posted on an ongoing basis	CGO
	3. Ensure meeting venues are accessible & non-exclusive. Support customers who wish to engage with us a variety of ways.	Provision of barrier free meeting facilities Provision of electronic devices & support.	Completed 30-4-23	Complete & ongoing	CGO

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4. <i>Ensure equality of opportunity and treatment for all people in relation to the employment of staff</i>	1. Use EVH guidelines, which are consistent with those of the Equality and Human Rights Commission, when recruiting staff. This includes using objective scoring criteria when selecting for interview and identifying a preferred candidate.	Continuing to follow the EVH guidelines for all recruitment and selection.	Completed	Complete & ongoing	All Senior Staff
	2. Guarantee an interview to all those who have a disability if they meet the minimum essential criteria for a job being advertised.	Ensuring this measure is put in place, recorded and reported to the Staffing Committee.	Completed	Complete & ongoing	All Senior Staff
	3. Compile an equalities monitoring report for all filled vacancies providing a breakdown of number of applicants, interviewees and the successful candidate. Ensure that all job adverts make it clear that the Association is an equal opportunities employer.		Completed	Complete & ongoing	CGO
	4. Encourage applications from underrepresented groups.	Increase in number of applications received.		Ongoing: Need to be more proactive. Will explore more options once we start to recruit.	All Senior Staff

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5. <i>Ensure that all staff and Committee are aware of the Association's commitment to, and obligations in relation to, equality and human rights</i>	1. Ensure that all staff and Board members receive regular equalities and human rights training.	Delivery of annual staff and Committee Training.	31.03.24	Ongoing:	CGO
	2. Raise awareness of the Association's commitment to equality & diversity as part of the induction process for new staff and Committee members.	Include equality training as part of the staff and Committee induction processes.	31.03.24	Ongoing: CGO will ensure training/induction checklists for new Committee & staff members include external equalities training and this is arranged at the earliest opportunity.	CGO
	3. To have an annual review of Equalities Action Plan by the Senior Management Team and the Committee.	To annually review the action plan.	31.03.24	Ongoing	CGO

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	4. Provide the Committee with an update report on the Equalities Action Plan every 12 months.	Annual report to Committee	Completed 31-3-24	First report presented to the Committee on 27-2-23 Second review carried out on in March 2024	CGO
	5. Ensure the Senior Management Team and Committee are aware of the reasons for gathering and monitoring information regarding all the protected characteristics.	Ensure Senior Management Team and Committee training includes overview of monitoring requirements.	31.03.24	Ongoing:	CGO

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6. Association to be mindful of its equalities commitments in relation to the procurement of contractors / consultants	1. Ensure contractor/consultant application forms include specific questions on equality & diversity compliance.	Ensuring procedure is followed and confirmed in reports to the Committee	Completed 31-3-22	Included in tender reports to Committee	DD
	2. At annual review, we shall discontinue use of any contractor/consultant who is unable, for any reason whatsoever, to satisfy us of their commitment to equal opportunities. Confirm to the Committee annually that this has been observed.	Annual report to the Committee on implementation of this rule.	31.03.24	Will be put in Code of Conduct for Contractors, issued annually.	DD
	3. Manage and take appropriate measures in any contract with a consultant or contractor who breaches this Policy.	Termination of contract if breach proven. Notifiable Event.	31.03.24	Ongoing: breaches would be reported to the Board as they occur.	DD
	4. Ensure that tenants and other service users are aware that contractors and consultants are required to observe the Association's Equality and Human Rights Policy.	Regular updates in our Newsletter and on website.	31-12-24	Ongoing: Newsletter article will be included in our December 2023 issue. Equalities annual statement will be published in	DD

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				our Winter Newsletter	

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7. Consider the 9 characteristics when reviewing requests for adaptations	1. Review our approach to adaptations to ensure we are taking the 9 protected characteristics into consideration.	Development of adaptation procedures.	31-5-24	We will carry out impact assessments when Policy next due.	DD
	2. To develop our database to ensure we record information on current adapted properties, the profile of that stock and ensuring the database is updated for all future adaptations.	Review of database	Ongoing	Ongoing: New services currently being procured.	DD
	3. Provide, where possible, housing that is suitable for groups with special needs.	HM will continue to allocate properties as per the allocation policy	Completed 31.03.22	Current allocation Policy addresses this.	HM

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		taking into account applicants needs.			
	4. Ensure that any future development briefs comply with any relevant best practice guidelines.	Delivering appropriate development briefs as and when required.	As required	Ongoing: Ensure any design brief complies.	DD

Footnotes:

DD = Depute Director

HM= Housing Manager

CGO = Corporate Governance Officer

RAG (red, amber, green) DEFINITION	Not Started	Ongoing	Complete
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