

POLICY

EQUAL OPPORTUNITIES

Passed:-

12th Dec 2007

Review Date:-

November 2012

All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Purpose of this Policy

1.1 This Policy describes how North View Housing Association (North View) will ensure equality of opportunity, by eliminating discrimination and providing fair treatment for everyone.

1.2 The Policy applies to all of North View's services and activities, including:

- Membership and governance
- Services to tenants and other service users
- Resident participation and consultation
- Community regeneration
- Employment
- Contracts with external companies and organisations.

1.3 Our Policy is based on the definition of equal opportunities in the Scotland Act 1998:

'the prevention, elimination or regulation of discrimination between persons on grounds of sex or marital status, on racial grounds or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes including beliefs or opinions such as religious beliefs or political opinions.'

1.4 Taking account of the law and good practice, there are six main equalities strands we want to address through our Policy and practice:

- Gender
- Race
- Disability
- Religion or belief
- Sexual orientation and gender identity
- Age.

2.0 Policy Commitment & Principles

2.1 The Association is committed to promoting equality of opportunity and fair



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

outcomes for all people. We aim to make sure that no individual or group receives less favourable treatment or is disadvantaged as a result of the factors described above.

2.2 To achieve these aims, the Association will:

- Ensure that upholding and promoting equal opportunities is a core value for our organisation
- Reflect this commitment in our decision-making and everyday working practices
- Meet our statutory obligations and regulatory standards
- Avoid setting conditions or requirements that exclude certain groups of people and result in direct or indirect discrimination
- Be responsive to the individual circumstances of all our tenants and service users
- Adopt a zero tolerance approach to harassment, acting sensitively and quickly to support victims
- Monitor our performance in providing equal access to our services, and in achieving fair outcomes
- Review our achievements at regular intervals, to identify and act upon areas for improvement.

3.0 Our Local Context

3.1 North View Housing Association operates in the Windlaw area of Castlemilk. We have developed a Community Profile for our area, drawing on published statistical information.

3.2 This information indicates that:

- In relation to income, employment, health and education, North View's area is among the most deprived 5% of all neighbourhoods in Scotland. Large numbers of people living in our area are disadvantaged as a result of low incomes, poor health and disability, and low educational attainment.
- The proportion of children and young people in our area is extremely high, and in 2001 the proportion of households headed by a lone parent was almost three times as high as the proportion for Scotland as a whole.
- Patterns of new household formation are likely to have a significant impact on future demand for housing throughout Castlemilk. Unlike most parts of



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

Glasgow, the area's population is increasing. Glasgow City Council has reported that since the 2001 Census, there has been further growth in the number of young adults – and therefore potential households - in the area.

- In 2001, the number of people from ethnic minorities at ward level (2.4% of the population) was less than half the level for Glasgow (5.5%). Housing applications to all social landlords in Castlemilk have historically been very low among people from BME communities.
- It is also important to recognise that the ethnic diversity of Glasgow's population has changed since 2001, and that area preferences among newer residents (for example, migrants from eastern Europe and former asylum seekers granted leave to remain in the UK) may be different from those of longer-established BME communities.

3.3 Overall, the most visible and prevalent equalities issues in North View's area relate to poverty, poor health and low educational attainment. However, we are committed to making our housing and services to all sections of the community, including less visible minorities who are not covered by published statistical data (for example, lesbian and gay people).

4.0 Legal and Regulatory Requirements

- 4.1 The Association will ensure that it complies with all relevant statutory and contractual obligations relating to equal opportunities. We will also seek to comply with good practice, wherever possible.
- 4.2 The main legal obligations which the Association must meet are set out in the following legislation and statutory regulations:
- The Housing (Scotland) Act 2001
 - The Sex Discrimination Act 1975 (as amended)
 - The Race Relations Act 1976 (as amended)
 - The Disability Discrimination Act 1995 (as amended)
 - The Disability Discrimination Act 2005
 - The Employment Equality (Sexual Orientation) Regulations 2003
 - The Employment Equality (Religion or Belief) Regulations 2003
 - The Employment Equality (Age) Regulations 2006
 - The Equality Act 2006
 - The Equality Act (Sexual Orientation) Regulations 2007
 - The Human Rights Act 1998
 - The Asylum and Immigration Act 1999

As a provider of public services and an employer, we must also have regard to the statutory codes of practice published by the various equalities commissions.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

These include:

- Codes of Practice on employment and the provision of services
- The Statutory Code of Practice on Racial Equality in Housing, published by the Commission for Racial Equality in 2006.

4.3 As a registered social landlord, the Association must meet the “Performance Standards” published by our regulator, Communities Scotland. These require the Association to act to embrace diversity, promote equal opportunities for all and eliminate unlawful discrimination in all areas of our work. These requirements apply across all of our activities and services, including the way services are planned and delivered; governance and employment; and contracts with other organisations for the procurement of goods and services.

4.4 Communities Scotland has published additional guidance and research about equalities issues for housing organisations. We have used the eight equalities challenge statements suggested by Communities Scotland, in reviewing our current performance and in developing this Policy.

5.0 Governance, Accountability and Consultation

5.1 As a community-controlled housing association, North View aims to be accountable to the community it serves. Membership of the Association is open to everyone who is resident in the area, as described in the Rules.

5.2 The Association will:

- Encourage people from all sections of the community to become involved in its structures for decision-making and participation.
- Monitor trends in the composition of the Management Committee, based on members’ age, gender, race and disability.
- Take action to attract committee members from under-represented groups.
- Provide all committee members with training on equal opportunities and diversity.
- Ensure that all committee members sign and abide by the Code of Conduct.

5.3 The Association will consult and seek to involve tenants, residents and prospective tenants in decisions about our services and other activities. In doing so, we will be sensitive to:

- The needs of people with young children.
- The needs of people with disabilities.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

- The needs of people who care for a dependent relative.
- The needs of people with communication difficulties, literacy problems, or whose first language is not English.
- Religious and cultural requirements.
- The need to provide safe, comfortable environments that are free from intimidation.

5.4 North View may also consult with relevant agencies working with specific client groups, to seek advice on meeting the needs of these groups.

6.0 Equal Opportunities in our Services

6.1 In its role as a provider of services to the public, the Association will:

- Provide fair and equal access to its housing services for all.
- Set clear standards through written policies and procedures.
- Consult with service users about what standards should be adopted.
- Take account of customers' individual circumstances and needs when we are providing services.
- Measure the outcomes achieved in practice, to assess how these impact on groups and individuals.

6.2 All of our service policies will address equalities issues. They will:

- Identify and incorporate any issues that are of particular relevance to the service being provided, and the people using (or seeking to use) the service.
- State our commitment to adjusting service delivery methods to meet the particular needs of groups or individuals.

6.3 Through training and regular discussion at staff meetings, we will ensure that all of our employees have:

- A strong awareness of the issues that different customers may experience as housing applicants or service users.
- A commitment to responding to these issues in a sensitive, person-centred and flexible way.

6.4 Copies of all service policies are available from the Association's office, and will be made freely available in different formats or languages on request.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

6.5 The Appendix to this Policy summarises the standards the Association will seek to meet in different service areas, including:

- Access to North View's services
- Consultation and communication
- Access to housing
- Repairs and maintenance
- Tenancy agreements and tenancy management
- Arrears management and legal action
- Harassment
- Development and adaptations

Information is also contained in individual policy documents relating to these areas.

7.0 Management Services & Contractors' Responsibilities

- 7.1 The Association will ensure equality of access within its procurement procedures for all contractors, consultants and agents. For example, we recognise that enabling smaller firms to tender for work can provide opportunities for businesses that are more likely to employ workers from ethnic minority groups.
- 7.2 If we contract with another organisation to provide management services, we will require that organisation to adhere to this Policy in providing services to us.
- 7.3 The Association will require prospective contractors, consultants and agents to comply with all relevant Health and Safety, Employment and Equal Opportunities legislation. We will also ask potential contractors, consultants and agents to provide details of their own equal opportunities policies. For small organisations employing less than ten people, it will be acceptable for the organisation to confirm its willingness to operate in accordance with the Association's Policy, and with any additional requirements we specify for a particular contract.
- 7.4 We expect contractors, consultants and agents to treat the Association's customers and employees with courtesy and respect at all times. We will not tolerate any form of discrimination or harassment.
- 7.5 The Association will issue an Equal Opportunities Code of Conduct as part of contract documentation. These will require our contractors, consultants and agents to comply with the Association's policies in relation to equal opportunities, discrimination and harassment, in relation to other employees, tenants and members of the public and North View' employees. The Association will remove organisations from its approved lists, if there are serious or persistent breaches.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

8.0 Recruitment, Personnel & Training

8.1 North View aims to be an equal opportunity employer. This means that the Association will:

- Ensure that we have access to the widest labour market;
- Secure the best employees for our needs;
- Ensure that no applicant or employee receives less favourable treatment, and that, wherever possible, we help applicants to compete for jobs on a genuine basis of equality;
- Provide our staff with training and support to help them attain their full potential.

8.2 Legal Obligations and Good Practice

The Association will ensure that all aspects of its procedures and practices (e.g. vacancy advertising, selection and recruitment, training, conditions of service, and reasons for termination of employment) are consistent with statutory obligations, including the relevant statutory codes of practice published by the equalities commissions. The Association will monitor changes in employment legislation, to ensure that its practices remain up to date.

8.3 Employment Procedures

The Association's employment procedures will be based on the model terms and conditions and other procedures published by Employers in Voluntary Housing (EVH). Use of the EVH procedures and advice will help ensure that employment procedures and practices reflect our legal obligations and good practice.

8.4 North View will provide a supportive working environment for all employees. We will ensure that working arrangements are as flexible as possible to suit individuals' circumstances e.g. disability, caring responsibilities for dependents etc.

8.5 Vacancy advertising

Wherever possible, the Association will advertise vacancies simultaneously, internally and externally. We will use internal only selection, only in cases where this is unavoidable, for example as a result of reorganisation or redeployment.

8.6 Vacancy advertisements will include a statement affirming the Association's commitment to equal opportunities in employment, and may also specify any groups currently under-represented in our workforce. We will not restrict any post



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ
Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

to people of a specific gender or ethnic origin, unless this is essential to the nature of the post and is permitted under the relevant legal exemptions.

8.7 Selection and recruitment

The Association will use selection criteria based on job descriptions and employee specifications. These criteria will focus on essential skills for the effective performance of the job. The Association will keep job descriptions and person specifications under regular review.

8.8 All participants in selection and recruitment exercises will have received appropriate training in equal opportunities. Wherever possible, more than one person will be involved in the selection interview and recruitment process. The Association will make decisions about short listing and selection based on the job descriptions and person specifications for the post, recording the reasons for selection and rejection of individual candidates.

8.9 Personnel and monitoring records

The Association will:

- Maintain records of selection processes for at least twelve months after an appointment has been made.
- Record the composition of selection panels.
- Ask all job applicants to complete a monitoring form which provides information about ethnic origin and disability status.
- Use this information to analyse outcomes in recruitment and promotions.
- Analyse the overall profile of the workforce in relation to ethnic origin, gender, age and disability, to help identify under represented groups.
- Adhere to the law on data protection and access to personal information.

8.10 Harassment

The Association operates a Dignity at Work Policy, to ensure that no employee is subjected to any form of harassment by managers, co-workers or committee members.

8.11 The Association will not tolerate any form of harassment or bullying. All cases will be dealt with sensitively, speedily and firmly and will be resolved with reference to the Association's disciplinary procedure and Dignity at Work Policy.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

9.0 Policy Implementation

- 9.1 The Management Committee is responsible for approving this Policy, and for overseeing its implementation. The Director and management team have operational responsibility for policy implementation, and for advising the Management Committee of the outcomes the Association is achieving and of any changes in the Association's obligations.
- 9.2 Every employee and Committee member must always act in accordance with the Association's core values and ensure that this Policy is applied in practice. Failure to do so may result in disciplinary action.
- 9.3 Wherever practical, the Association will make equal opportunities a mainstream part of how it works. For example:
- We expect all staff members to incorporate the Association's equalities values into their day to day work, and to be responsive to tenants' individual circumstances and needs wherever feasible
 - Equalities issues will be considered as part of policy and procedures reviews, and will also be drawn to the attention of the Management Committee when it is making major decisions
 - Equalities outcomes will be incorporated in the Association's systems for performance management and reporting.
- 9.4 The Association will produce an annual Equalities Action Plan. This will:
- Define our top priorities for improvement
 - Describe how these priorities will be implemented, with measurable targets set where possible

The Action Plan will be the subject of an annual review report, to assess the progress which has been made.

10.0 Collection and Use of Equalities Monitoring Information

- 10.1 The Association will collect and analyse data about the people using its services, or who are involved in the management of the organisation.
- 10.2 Monitoring information will be used to:
- Highlight possible inequalities;
 - Allow the underlying causes to be investigated; and



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ
Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

- Identify improvements that need to be made.

10.3 The Association will monitor the following areas on a continuous basis:

- Applications for housing, employment and membership (based on ethnic group, gender, age and disability).
- Housing allocations, job vacancies filled, and the profile of the Association's tenants, workforce and management committee (also based on ethnic group, gender, age and disability).

10.4 The Association will collect equalities information when it is assessing satisfaction with its services, to monitor the outcomes for different groups of service users. We will do this through formal statistical methods (for example, as part of our overall tenant satisfaction survey) and by asking for feedback about how well services are working for people, based on their individual circumstances and needs. The second of these methods is intended to identify any opportunities to make practical improvements that would make our services more responsive to individual needs.

10.5 We will use staff meetings to discuss equalities issues in service delivery, to enable staff to share information and identify ways in which we can improve outcomes for equalities groups and/or individual service users.

10.6 The Association will not collect statistical monitoring information about people's sexual orientation, for service delivery and employment. On balance, we believe that the value of collecting this information as a tool for making improvements is limited and is outweighed by the concerns individuals might have about invasion of their privacy or about how such information might be used. This does not diminish in any way our commitment to dealing positively with circumstances in which a person's sexual orientation or gender identity is relevant to their housing needs or circumstances or their employment, for example:

- In cases of domestic abuse, relationship breakdown and family breakdown
- Where a tenant is being harassed because of their sexual orientation or gender identity
- If an employee is harassed or bullied by co-workers or service users.

10.7 We will report performance in implementing this Policy and Action Plan as follows:

- Monitoring information will be reported to committee following every job recruitment exercise.
- Reports will be submitted to the Management Committee as required on any instances of racial or other types of harassment and if there are any breaches



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

by contractors of the Association's equalities standards.

- An annual Equalities Report will be presented to the Management Committee. This will include information about:
 - Implementing the actions described in the Equalities Action Plan.
 - Housing applications and rehousing outcomes
 - Information about satisfaction with services and complaints
 - Evictions
 - Reports of racist incidents and outcomes
 - Reports of harassment on other grounds and outcomes
 - Any breaches by contractors etc. of the Association's equalities standards
 - The profile of the Association's staff and governing body

The Association will use its annual report and newsletters to report on performance, and to raise awareness of its equalities objectives and actions.

11.0 Training

- 11.1 The Association will provide training to all members of staff and committee about equality and diversity. This will include briefing about the Association's Policy as part of induction procedures for new committee members and employees, as well as ongoing training and information.

12.0 Review of this Policy

- 12.1 The Equal Opportunities Policy will be reviewed every three years, with any additions or alterations needed made in the interim. The Equalities Action Plan will be reviewed annually.

End of Policy

Reviews and amendments

23/10/96	-	Policy established
31/10/01	-	Policy amended
23/3/05	-	Policy amended



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

Appendix

North View's Equalities Standards for Housing Services

1) Consultation, Communication and Access to Services

Equality Standard	How we will monitor/evaluate performance in meeting this standard
<ul style="list-style-type: none"> The Association will seek to involve all sections of the community in setting and reviewing service standards, e.g. through its Resident Participation Strategy. 	<ul style="list-style-type: none"> Levels of resident engagement achieved, including participation by harder to reach groups such as young people
<ul style="list-style-type: none"> The Association will make information freely available about its housing stock and services 	<ul style="list-style-type: none"> Information materials for applicants are regularly reviewed Information about the Association and its housing is made available through organisations that work with/support equalities groups
<ul style="list-style-type: none"> The Association will ensure that application forms and other information materials are in a user friendly format and in plain English Staff will offer customers help with filling out relevant forms, wherever this is required 	<ul style="list-style-type: none"> Tenant feedback results on the clarity of information provided and the quality of advice/help provided
<ul style="list-style-type: none"> We will make service users aware that all published information about North View's services is available on request in formats and languages, appropriate to individuals' needs. Where information is prepared specifically to meet an individual's particular needs, we will ensure that this is done within a reasonable period of time. 	<ul style="list-style-type: none"> Time taken to respond to requests received
<ul style="list-style-type: none"> We will adapt how we communicate or provide services to service users who have communication difficulties relating to sight or hearing impairment 	<ul style="list-style-type: none"> Discussion and information sharing within the staff team
<ul style="list-style-type: none"> The Association will actively publicise its complaints policy and procedures to all service users. We will monitor the operation of the policy periodically, to ensure that it is being applied fairly. 	<ul style="list-style-type: none"> Annual equalities report to Management Committee will highlight the equalities profile of complainants, and any proposals to review procedures or working practices
<ul style="list-style-type: none"> The Association will provide staff and committee with training to promote awareness of disability, different cultures, 	<ul style="list-style-type: none"> Address through Equalities Action Plan, which proposes regular training/awareness



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ
Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY

EQUAL OPPORTUNITIES

Equality Standard	How we will monitor/evaluate performance in meeting this standard
languages, social conventions and lifestyles and the needs of disadvantaged groups.	sessions for staff and committee
<ul style="list-style-type: none"> • The Association will ensure that its office premises and services are accessible to service users with disabilities. 	<ul style="list-style-type: none"> • Addressed, as part of move to new office premises. Review any issues at staff meetings.

2) Access to Housing and Allocations

Equality Standard	How we will monitor/evaluate performance in meeting this standard
<ul style="list-style-type: none"> • The Association will comply with all anti-discrimination measures contained in legislation and in the Commission for Racial Equality's Code of Practice in Rented Housing. 	<ul style="list-style-type: none"> • Allocations Policy reviewed 2006. Housing Manager will monitor changes in the law and good practice.
<ul style="list-style-type: none"> • The Association will provide information freely about the availability of housing, and how to apply for housing, to anyone who requests it. 	<ul style="list-style-type: none"> • Information pack and procedures reviewed 2006
<ul style="list-style-type: none"> • The Association will give priority to meeting extreme forms of housing need which some applicants may be experiencing. For example, victims of racial and other forms of harassment; domestic abuse (including same sex relationships); and disabled people with urgent rehousing needs. 	<ul style="list-style-type: none"> • Monitor and report award of points for harassment and rehousing outcomes, as part of annual outcomes reports on applications and lettings • Ongoing monitoring/discussion of individual cases within the housing management team
<ul style="list-style-type: none"> • The Association will let some of its houses available to referrals from agencies working with disadvantaged groups/individuals. 	<ul style="list-style-type: none"> • Annual lettings outcomes reports will include details of referrals from other agencies.
<ul style="list-style-type: none"> • The Association will seek to ensure equal access to housing for all ethnic groups and for disabled applicants 	<ul style="list-style-type: none"> • Monitor and report numbers of applications and lettings outcomes. • More detailed analysis in annual outcomes reports
<ul style="list-style-type: none"> • Letting decisions will be scrutinised by two members of staff, to minimise the risk of inadvertent discrimination. 	<ul style="list-style-type: none"> • Periodic checking of lettings decisions as part of in-house audits

3) Tenancy Agreements and Tenancy Management

POLICY

EQUAL OPPORTUNITIES

Equality Standard	How we will monitor/evaluate performance in meeting this standard
<ul style="list-style-type: none"> Tenancy agreements will be made available in alternative languages and formats, where this is required to meet customers' individual needs. Face to face sign-up meetings will be held with all new tenants. Settling-in visits will be carried out within 6 weeks of the start of the tenancy. The Association will conduct tenancy sign-up meetings in the customer's first language, where this is required to meet customers' individual needs. 	<ul style="list-style-type: none"> Seek feedback from new tenants and discuss outcomes within housing management team.
<ul style="list-style-type: none"> In tenancy management matters, our staff will be sympathetic and supportive towards tenants who may be vulnerable, and ensure that their approach to tenancy management is tailored to each individual's needs. 	<ul style="list-style-type: none"> Regular discussion within housing management team.

4) Repairs and Maintenance

Equality Standard	How we will monitor/evaluate performance in meeting this standard
<ul style="list-style-type: none"> The Association will ensure that all tenants and factored owners receive an equally high quality of service. 	<ul style="list-style-type: none"> The Association will assess periodically (through comprehensive customer surveys) satisfaction with the quality of service provided. We will analyse satisfaction levels among different customer groups. Investigation of reasons for any service failures and complaints Regular discussion within maintenance team
<ul style="list-style-type: none"> The Association and its contractors will exercise sensitivity when providing services to customers who may be vulnerable (for example, older people and people with learning difficulties or mental health problems) 	<ul style="list-style-type: none"> Regular discussion within maintenance team, to ensure that service adjustments are made as required for individual customers
<ul style="list-style-type: none"> All contractors will be required to observe the Association's standards in relation to the conduct of their employees, to prevent acts of discrimination or harassment towards tenants, factored owners or members of the 	<ul style="list-style-type: none"> Obtain regular customer feedback on contractor conduct Investigate and act upon any negative feedback or complaints received



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



POLICY	
EQUAL OPPORTUNITIES	
Equality Standard	How we will monitor/evaluate performance in meeting this standard
public.	

5) Arrears management and legal action

Equality Standard	How we will monitor/evaluate performance in meeting this standard
<ul style="list-style-type: none"> The Association will maximise the range of methods available for making rent and factoring payments. 	<ul style="list-style-type: none"> The Association will assess periodically (through comprehensive customer surveys) satisfaction with the range of payment methods available. We will analyse satisfaction levels among different customer groups. Continuous monitoring by housing management team of arrears performance and underlying reasons for performance results.
<ul style="list-style-type: none"> The Association will tailor its response to arrears cases to reflect individual tenants' circumstances. 	<ul style="list-style-type: none"> Communication methods reviewed regularly as part of individual case discussions between Housing Manager and Housing Officers
<ul style="list-style-type: none"> The Association will establish personal contact with tenants and owners in arrears. In doing so, officers will accommodate any particular communication needs which individuals may have. 	<ul style="list-style-type: none"> Communication methods reviewed regularly as part of individual case discussions between Housing Manager and Housing Officers Testing of performance during in-house audit exercises
<ul style="list-style-type: none"> Where legal action is taken to recover arrears or other debts, the Association will identify vulnerable households and ensure that referrals are made to services providing information, advice and support. 	<ul style="list-style-type: none"> In-house audit exercises will review referrals by housing staff to welfare rights officer Ongoing liaison with Glasgow City Council regarding GCC support for/engagement with tenants subject to eviction proceedings

POLICY

EQUAL OPPORTUNITIES

6) Harassment

Equality Standard	How we will monitor/evaluate performance in meeting this standard
<ul style="list-style-type: none"> • The Association will take firm action against the perpetrators of racial harassment and all other forms of harassment and hate crimes (for example, harassment relating to a person's disability or sexual orientation). • The Association will: <ul style="list-style-type: none"> ○ Ensure that all allegations of harassment are investigated and acted upon. ○ Ensure that victims are supported and kept informed and up to date. ○ Co-operate with the police and other agencies on the collection, recording and exchange of information. ○ Work with community groups to help provide support to victims. • The Association will seek to ensure that harassment on any grounds is dealt with as a priority housing need or transfer request. • Any racist, sectarian or homophobic graffiti on Housing Association property will be removed within the Association's target timescales for emergency repairs. 	<ul style="list-style-type: none"> • Number of incidents monitored and reported • Evaluation of the Association's response and outcome for the victim examined during in-house audit exercises

7) Development programme and North View's housing stock

Equality Standard	How we will monitor/evaluate performance in meeting this standard
<ul style="list-style-type: none"> • The Association will give consideration to the needs of all sections of the community when planning the type and size of housing provided through its development programme. 	<ul style="list-style-type: none"> • Increased supply of house types/sizes that allow the Association to respond to identified housing needs
<ul style="list-style-type: none"> • The Association will adopt design standards which allow tenants to minimise their dependence on others and maximise choice in their daily life. 	<ul style="list-style-type: none"> • Achievement of Housing for Varying Needs standards on new developments • Tenant feedback results
<ul style="list-style-type: none"> • The Association will seek to respond to people's changing needs over time rather 	<ul style="list-style-type: none"> • Number of adaptations completed, relative to demand



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ
Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



NORTH VIEW Housing Association

17

North View is a recognised Scottish charity – charity registration number SC032963

POLICY

EQUAL OPPORTUNITIES

Equality Standard	How we will monitor/evaluate performance in meeting this standard
than moving them from their existing home. The Association will carry out an ongoing programme of adaptations to existing properties, to meet the needs of tenants with disabilities or conditions that are permanent, progressive or terminal.	<ul style="list-style-type: none">• Average waiting times for tenants, from date of occupational therapist assessment• Tenant feedback results on the adaptations process and product

End



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LZ

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



THEME 1 – INFORMATION AND PARTNERSHIP WORKING

Desired outcomes

- The Association has sound information about the needs of all sections of the community, and uses this to shape its future strategy and the planning and delivery of services
- The Association's approach to equal opportunities is informed by effective liaison with community groups and other agencies.

Proposed Priority Actions	Lead Officer(s)	Targets/performance measures and timescales
1.1 Complete a community/population profile, to inform North View's approach to service planning and delivery	Development Officer	i) Collate statistical data from Census and 2006 Scottish Index of Multiple Deprivation, and identify implications for North View (by 31st May 2009) .
		ii) Community profile further developed, to reflect NVHA tenant/applicant profile information (by 30th September 2009) .
1.2 Extend analysis and reporting of equalities outcomes.	Director/ management team	i) Broaden scope of future annual reporting of outcomes (currently focused on housing applications and lets), to incorporate other service areas, tenant feedback results and issues raised at staff meetings (by end of January 2010) .
		ii) Include equalities outcomes information in NVHA newsletter or annual reports (continue practice) .

THEME 2 – ACCESS TO SERVICES AND SERVICE DELIVERY

Desired Outcomes

To ensure that in our housing services:

- We provide all sections of the community with equal access and fair outcomes (eg quality of services, satisfaction levels)
- We make equalities issues an integral part of our approach to policy development and service delivery

Proposed Priority Actions	Lead Officer(s)	Targets/performance measures and timescales
2.1 Review NVHA's policy and practice in responding to racial harassment and other types of harassment.	Housing Manager	i) Develop new policy and procedures framework for addressing all forms of harassment (eg based on race, sexual orientation, disability) by 30th October 2009 .
		ii) New policy and procedures to reflect good practice and advice from support organisations working with equalities groups. Complete policy/procedures review by 30th October 2009 .
2.2 Improve NVHA's approach to analysing equalities issues/outcomes in service delivery, from the perspective of service users and the staff team.	Development Officer	i) Feedback system introduced for all adaptation works, to identify tenant views of the adaptations process. (Being done. Practice to continue) .
		ii) Equalities issues identified in North View's programme of quarterly satisfaction/feedback surveys across different service areas. Include the question 'how well does this service work for you?' (or similar) in all surveys. (Being done. Practice to continue) .
		iii) Practice issues/information sharing on equalities introduced as a regular discussion item at staff meetings. (Being done. Practice to continue) .
2.4 Encourage housing applications from all sections of the community, by making information available to agencies working with equalities groups.	Housing Manager	i) Monitor equalities profile of housing applicants. (Being done annually. Practice to continue) .

THEME 3 – GOVERNANCE, PEOPLE AND COMMUNICATION

Desired Outcomes

- **Our workforce and committee members are well-informed about diversity and equalities issues, and are committed to translating our objectives into effective action**
- To achieve continuous improvement in our efforts to be an equal opportunities employer

Proposed Priority Actions	Lead Officer(s)	Targets/performance measures and timescales
3.1 Encourage groups under-represented on Management Committee to become involved (in particular men and people aged under 35).	Director	i) Changes in committee membership (continue to promote Committee Membership through Newsletters and in the information pack that is sent out to members prior to the AGM).
3.2 Implement induction procedures for new Committee and Staff members.	Director	i) All new Committee Members and Staff joining the Association to receive equal opportunities briefing as part of their induction. (Ongoing as required).
3.3 All Committee and Staff members to attend at least one equalities-related training or briefing session per annum.	Director	i) Discuss equalities “strands” where Committee and Staff would benefit from improved awareness and knowledge, and arrange for training needs to be met. (Training session to be arranged).
3.4 Introduce measures to raise the profile of equalities issues.	Director	i) Develop an equalities “strapline” which can be used in internal and external communications by 31st March 2009.
	Director and management team	ii) Include information about equalities issues in policy review reports to Management Committee, and other committee reports relating to major decisions. (Implement formal reporting process with immediate effect).
	Housing Manager	iii) That the Association retains its ‘Positive about disabled’ status. (Housing Manager to oversee review process in January 2010).