



"Offering our community more than a home"

Equal Opportunities Policy (Housing Services)

HSSC submission:	20 February 2024
Last Approved:	18 January 2022
Date Approved:	27 February 2024 MC
Next Review date:	November 2026

CHA Objectives:

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost-effective manner, for the benefit of our local community and the environment.
- To provide a first-class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.

- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages.

CLYDEBANK HOUSING ASSOCIATION

POLICY ON EQUAL OPPORTUNITIES – EQUALITY AUDIT / ACTION PLAN HOUSING SERVICES

Area	Task	Timescale
Policies	Assess compliance with legislation & good practice.	As developed/reviewed and internal audit
	Assess whether they directly or indirectly discriminatory.	As developed/reviewed and internal audit
	Commitment to positive action	As policies developed / reviewed
	Carry out equalities impact assessments and include in policies	As policies are developed / reviewed
Consultation on policies	Where applicable include invitation to BME applicants / tenants, disabled applicants / tenants as appropriate to participate in consultation. Be sensitive to needs of families e.g. crèche facilities / appropriate hours.	As consultation exercises arise
Procedures	Assess compliance with legislation & good practice	As developed/reviewed
BME customers	Find out information requirements of BME applicants & tenants	As part of housing application form, review and amend as necessary. Also asked at sign up stage and ties into overall CHA equal opportunities policy
Disabled customers	Find out information requirements of disabled applicants and tenants	As part of housing application form, review and amend as necessary. Also asked at sign up stage and ties into overall CHA equal opportunities policy
	Find out housing requirements of applicants and tenants with disabilities	

Applicants with special requirements	<p>Action plan re above findings</p> <ul style="list-style-type: none"> • A minimum number of adapted properties to go to clients with need of adaptations • Highlight to maintenance section re any need for additional adaptations • Highlight to development section re type of needs on waiting list 	<p>Reported on a monthly basis to HMMSC</p> <p>Links into staff training and aids & adaptations referral process.</p> <p>As and when required in development programme</p>
Monitoring	Monitor numbers of BME applicants and disabled applicants on list and rehoused by us	Ongoing HMMSC Reports
Harassment	<p>Record the number of reported cases of harassment on the ground of race, disability, gender, religion, political beliefs. Record action taken to assist.</p> <p>Record action taken against any tenant or member of tenant's family or member of public for committing harassment on equal opportunities grounds on an Association tenant.</p> <p>Be specific about how applicants who are being harassed will be dealt with under Allocation Policy</p>	<p>Ongoing via ASB and complaints register</p> <p>Ongoing via ASB and complaints register</p> <p>Currently in Allocations Policy.</p>
Medical points policy & procedures	<p>Do they disadvantage disabled applicants via a points system.</p> <p>Do they increase access to barrier free housing.</p>	<p>As part of allocations policy</p> <p>As part of allocations policy</p>