"Offering our community more than a home"

HM-POL26 - UNCRC Policy

HSSC Submission Date	17 November 2026
Last Approved	N/A (Mew Policy
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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
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

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 while maintaining rents at a level that tenants can afford to pay.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.
- The governing body and senior officers have the skills and knowledge they need to be effective.

Any breach or non-compliance with legislation/regulatory requirements in relation to this Policy constitutes a Notifiable Event and the Regulator will be informed via the SHR Portal.

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.

UNCRC-Compliant Housing Management Policy

1. Purpose

This policy sets out how Clydebank HA will deliver housing services in accordance with the **UN Convention on the Rights of the Child (UNCRC)**, ensuring that the **rights, welfare, and safety of children** are central to decision-making in:

- Rent arrears management
- Anti-social behaviour (ASB) responses
- Estate management
- Repairs and maintenance

(Particular regard is given to **health and safety risks impacting children)**.

2. Legal and Policy Framework

This policy aligns with:

The UN Convention on the Rights of the Child (UNCRC) is an international human rights treaty that establishes the fundamental civil, political, economic, social, and cultural rights of every child. It acts as a legally binding framework to ensure children are protected, supported, and able to reach their full potential.

The specific UNCRC outline the core principles of child welfare, development, and protection. They are defined as follows:

- **Article 3 (Best interests of the child)**: Public or private social welfare institutions, courts, administrative authorities, or legislative bodies must make the best interests of the child a primary consideration in all actions concerning them.
- **Article 6 (Right to life, survival, and development)**: Every child has the inherent right to life. Governments must ensure to the maximum extent possible the survival and development of the child.
- **Article 12 (Right to be heard)**: Children have the right to express their views freely in all matters affecting them, and these views should be given due weight in accordance with their age and maturity.
- **Article 19 (Protection from harm)**: Institutions must protect children from all forms of physical or mental violence, injury, abuse, neglect, maltreatment, or exploitation by those caring for them.
- **Article 24 (Right to health)**: Children have the right to the highest attainable standard of health and to facilities for the treatment of illness and rehabilitation of health, with a focus on diminishing infant and child mortality and preventing disease.

- **Article 27 (Adequate standard of living)**: Every child has the right to a standard of living adequate for their physical, mental, spiritual, moral, and social development.

3. Core Principles

CHA will:

- **Prioritise children's safety and wellbeing** in all housing-related decisions
- Apply a **"child impact assessment"** before enforcement actions
- Recognise children as **indirect service users** affected by tenancy management
- Promote **early intervention and prevention**
- Work in partnership with safeguarding agencies, particularly Social Services who will be CHA main contact when considering action against a tenant where this may impact on children residing in the property, (see section 4)
- Ensure children's voices are considered, where appropriate

4. Partnership Working with Safeguarding Agencies

Clydebank Housing Association (CHA) is committed to working proactively and collaboratively with safeguarding agencies to ensure the protection and wellbeing of children who may be affected by housing management actions. In particular, KHA will maintain strong working relationships with **Social Work Services, who will act as the primary safeguarding partner** where tenancy-related action may have an impact on children residing within a household.

Where CHA is considering enforcement action—such as eviction proceedings, anti-social behaviour interventions, or other tenancy enforcement measures—staff will:

- Identify at an early stage whether children are residing in or connected to the household
- Make timely referrals to Social Work Services where there are concerns about the potential impact on children
- Share relevant information in line with data protection and safeguarding protocols to support informed decision-making
- Seek professional advice from Social Work Services on:
    - The potential risks to children
    - Appropriate safeguarding measures

    - Alternative interventions that may reduce harm

CHA will ensure that no enforcement action likely to significantly impact children is progressed without:

- Clear evidence that safeguarding considerations have been fully assessed
- Appropriate relevant agency consultation has taken place
- Consideration of the best interests of the child, in line with the UNCRC

In cases where risks to children are identified, CHA will:

- Participate in multi-agency meetings (e.g. case conferences, child protection planning)
- Support coordinated action plans led by Social Work Services
- Consider delaying or adapting tenancy action where appropriate to allow safeguarding interventions to take effect

This partnership approach ensures that CHA not only fulfils its housing management responsibilities but also contributes effectively to the wider child protection framework, minimising harm and promoting positive outcomes for children and families.

5. Rent Arrears Management

5.1 Approach

Rent arrears actions will be managed in conjunction with arrears management policy, but take into account children's rights to stable housing only when we are considering legal action that may result in repossession of a property.

5.2 Key Commitments

- If repossession action is initiated, we will conduct a **Child Impact Assessment** only when we are considering the following level of action:
    - Legal action
    - Eviction proceedings
- We will identify households with children at **early stage of arrears**
- We will offer:
    - Financial support advice
    - Payment plans
    - Referral to welfare services

    - Referral to Community Support Worker who can assist in signposting to relevant agencies who can assist in specialist financial advice and support

5.3 Health & Safety Considerations

Where arrears cases involve:

- Risk of homelessness
- Unsafe living conditions due to poverty

We will:

- Prioritise interventions preventing **child homelessness**
- Work with local authorities under safeguarding duties

5.4 Enforcement Safeguards

Eviction will only proceed where:

- All alternatives are exhausted
- Risks to children have been assessed and mitigated
- Relevant services (e.g. social services) are informed

6. Anti-Social Behaviour (ASB)

6.1 Approach

ASB responses will consider both:

- **Children as victims**
- **Children as alleged perpetrators**

6.2 Child-Centred Response

- Safeguarding referrals to relevant agencies where children are at risk
- Avoid criminalising children unnecessarily
- Use early intervention:
    - Police – Joint visits with Housing Officers to outline actions and impact on household if ASB continues
    - Mediation – external agencies with specialist Mediation skills would be considered
    - Youth engagement services

    - Referral to Community Support Worker who can assist in signposting to relevant agencies.

5.3 Health & Safety Risks

Where ASB creates risks such as:

- Violence
- Drug activity
- Environmental hazards

We will:

- Act urgently to protect children by contacting relevant agencies, particularly Social Services who have the responsibility to safeguard children's health and security.

5.4 Enforcement

Legal actions (e.g. possession) will:

- Consider impact on children in the household
- Ensure proportionality
- Involve Social Services so they are fully aware of potential impact on family and children should action reach repossession

7. Estate Management

7.1 Safe Environments

We will maintain estates to ensure:

- Safe play areas
- Secure communal areas
- Removal of hazards

7.2 Risk Identification

Routine inspections will prioritise:

- Hazards affecting children (e.g. broken glass, unsafe structures)
- Lighting, security, and access issues

7.3 Health & Safety Escalation

Where risks pose immediate danger to children:

- Immediate action within **24 hours or sooner**
- Temporary safety controls where repairs are delayed

8. Repairs and Maintenance

8.1 Priority Framework

Repairs impacting children's safety will be treated as **urgent or emergency**, including:

- Damp and mould
- Heating failures
- Gas Safety issues
- Asbestos
- Smoke and Carbon Dioxide Alarm failure
- Electrical hazards
- Structural risks
- Pest infestations

8.2 Response Times

- Emergency (e.g. immediate risk): within **24 hours**
- Urgent (child health impacted): within **Up to 5 days**

8.3 Health & Safety Protocol

Where a repair poses a risk to children:

- Immediate safeguarding assessment
- Temporary measures (e.g. heaters, decanting)
- Escalation to senior management

8.4 Temporary Rehousing

Where properties are unsafe:

- Provide temporary accommodation
- Avoid disruption to schooling wherever possible

9. Complaints Handling

Our complaints handling process is underpinned by the principles of the United Nations Convention on the Rights of the Child (UNCRC). We are committed to ensuring that all children and young people are treated with dignity, respect, and fairness when raising concerns. This includes recognising their right to be heard (Article 12), ensuring their best interests are a primary consideration (Article 3), and providing accessible, child-friendly ways to make and resolve complaints. We will actively consider the impact of decisions on children's rights at every stage of the process, provide appropriate support to enable participation, and ensure outcomes promote accountability, learning, and the protection and advancement of children's rights.

10. Safeguarding and Multi-Agency Working

- Staff will receive **training on UNCRC principals linked to actions taken when tenancy conditions are breached.**
- Concerns will be referred to:
    - Local authority children's services
    - Police (if necessary)
- Participate in:
    - Case conferences where appropriate.
    - Child protection plans

10. Staff Responsibilities

All staff must:

- Apply UNCRC principles in decision-making
- Identify risks to children early
- Record child-related impacts in all casework
- Escalate health and safety concerns immediately

11. Monitoring and Accountability

- Regular audits of:
    - Evictions involving households with children

    - ASB cases involving minors
    - Repair response times affecting child safety
- Tenant feedback mechanisms
- Reporting to senior leadership and boards

12. Equality and Diversity

This policy ensures fair treatment regardless of:

- Age
- Disability
- Ethnicity
- Socioeconomic status

Special consideration is given to **vulnerable children**.

Clydebank Housing Association
Equality Impact Assessment Tool

Name of the **policy / proposal** to be assessed	UNCRC policy	Is this a **new policy / proposal or a revision**?	New Policy
Person(s) responsible for the assessment	Joe Farrell, Head of Housing Services		

1. Briefly describe the **aims, objectives and purpose** of the policy / proposal	To have an open and transparent system of dealing with tenants with Children and legal action where eviction could result in the event that all support fails.
2. Who is intended to benefit from the policy / proposal? *(e.g. applicants, tenants, staff, contractors)*	The policy will benefit customers, in that they can be assured that CHA takes legal action/carries out any required evictions in a lawful, dignified and correct manner. Staff will benefit as they will also be able to demonstrate this to customers and be assured that this difficult aspect of their role will be carried out correctly.
3. What **outcomes** are **wanted** from this policy / proposal ? *(e.g. the benefits to customers)*	Identify any potential or real inequalities that result from the application of the evictions policy & associated procedures.

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

☐ Minority Ethnic ☐ Gender ☐ Disability ☐ Sexual Orientation ☐ Age ☐ Religion ☐ Transgender /Transsexual ☐ Marriage /Civil Partnership ☐ Pregnancy /Maternity

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

	Positive impact(s)	**Negative impact(s)**
6. Describe the **likely positive or negative impact(s)** the policy / proposal could have on the groups identified in part 4	There are no specific positive impacts on any individual groups from this policy. The policy is intended to demonstrate a fair and equal treatment of all legal action cases irrespective of the tenants protected characteristics.	There are no specific negative impacts on any individual groups from this policy. The policy is intended to demonstrate a fair and equal treatment of all legal action cases irrespective of the tenants protected characteristics.
7. What **actions** are **required** to address the impacts arising from this assessment? *(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*	It would be useful going forward to have more complete profiling of our tenants to analyse if any particular group is more likely to be in arrears and if they have different outcomes when in arrears. We will continue to gather relevant information about tenants at sign up.	

Signed: Joe Farrell (Job title): Head of Housing Services

Date the Equality Impact Assessment was completed: 10 August 2026