



Cloch Housing Association

Equalities Diversity and Inclusion Strategy

Policy Name	Equalities Diversity and Inclusion Strategy
Policy Category	GOV
Policy Number	056
Date Adopted	07/12/2021
Last Review	n/a
This Review	28/01/2025
Next Review	January 2028
Equalities Impact Assessment Required	Yes
Link to other policies	Equalities, Diversity & Inclusion Policy. Business Plan 2021 to 2026
Consultation	No
Need for Procedure	No

Leadership Message

The vision and values of Cloch Housing Association are based on respect, kindness, openness and inclusivity.

One of our Strategic Objectives in the Business Plan outlines a commitment to “growing a forward-looking culture”. This can only be done with a shared understanding and a belief in creating an environment where all of our people, from staff to customers to Board members, embrace opportunities to learn from one another and from a wider range of diverse communities and individuals.

Purpose of Strategy

Our Equalities, Diversity and Inclusion (EDI) Strategy is the umbrella document where all of the component parts of our work in this area will be covered. The purpose of the strategy is to highlight those activities where we will fulfil our EDI goals over the next 3 years.

Roles and Responsibilities

The responsibility for overseeing the success of the Strategy lies with the CEO, who will report annually and through the Global Action Plan, all completed activities and outcomes. The day to day management of the Policy and Action Plan will be delegated to the Corporate Services Manager.

The Leadership Team, managers and supervisors should act as role models, dealing quickly and effectively with inappropriate behaviour.

All our staff are responsible for creating and maintaining an environment that is safe, kind, and productive. The success of the strategy is dependent upon the support of everyone in the Association.

EDI GOALS

Our EDI GOALS will be contained within our Action Plan which will form part of the Policy.

Grow insight – by carrying out a comprehensive Data Collection exercise we will ensure that our market information is clear in terms of the diverse nature of both our customers and our staff team. This will allow us to channel services where appropriate or consider gaps either with specific groups or services.

Open Communication – actively run campaigns on the individual protected characteristics and Human Rights issues, and talk about these within the Association and our communities.

Arm our people with knowledge and awareness through training programmes committed to educate and help us with our service delivery and understanding of different cultures and challenges.

Link our approach to EDI with other relevant policies and strategies by ensuring that we adapt a model of Equality Impact Assessments to be used in the Association.

Speak with others and collaborate within Cloch, in our communities and in other communities where we have less involvement and understanding.

Resources

To achieve the goals of our Strategy, staff and Board will ensure that sufficient time is set aside to consider the issues, data collection, Equality Impact Assessments and GOALS. Each year, budgets will be set in accordance with the Action Plan to ensure we can achieve our targets, these are likely to be mainly to do with training and development, however we will consider others each year.

What we know

Understanding the diversity of Tenants helps us deliver more targeted services and support better and stronger community relationships. The equalities data we collect helps us to make informed decisions on current and future services.

Through our data insight from survey responses and from our equality survey completed by research resource in 2022 with a 32% response rate we know the following about our tenant base.

Age - Information held on CX		
16-24	48	3.41%
25-34	191	13.57%
35-44	279	19.83%
45-54	252	17.91%
55-64	324	23.03%
65-74	210	14.93%
75-84	82	5.83%
85+	21	1.49%

Gender - Information held on CX		
Female	831	59.06%
Male	570	40.51%
Prefer not to say	6	0.43%

Tenants considered to have a disability & type of disability (taken from survey in 2022)						
Yes	204	45.60%		No	243	54.40%
How would you describe the nature of your disability from the following list (taken from survey in 2022)						
Autoimmune	15	7.50%		Hearing Impairment	36	17.90%
Learning Difficulties	13	6.50%		Visual Impairment	18	9.00%
Mental Health Issues	97	48.30%		Other	72	35.80%
Neuro-divergent condition	13	16.50%		Prefer not to say	16	8%
Physical impairment	36	17.90%				
Ethnicity (taken from survey in 2022)						
White Scottish	431	94.30%		Indian, Scottish Indian or British Indian	1	0.20%
White English	6	1.30%		Banladeshi, Scottish Bangladeshi or British Bangladeshi	0	0.00%
White Welsh	4	0.90%		Chinese, Scottish Chinese or British Chinese	0	0.00%
White Irish	4	0.90%		Other Asian background	1	0.20%
White Other British	4	0.90%		African, Scottish African or British African	0	0.00%

Polish	1	0.20%		Other African background	0	0.00%
Gypsy / Traveller	0	0.00%		Caribbean, Caribbean Scottish or Caribbean British	0	0.00%
Roma	0	0.00%		Black, Black Scottish or Black British	0	0.00%
Any mixed or multiple ethnic groups	1	0.20%		Other Caribbean or Black background	0	0.00%
Pakistani, Scottish Pakistani or British Pakistani	0	0.00%		Other	4	0.90%

Data Collection

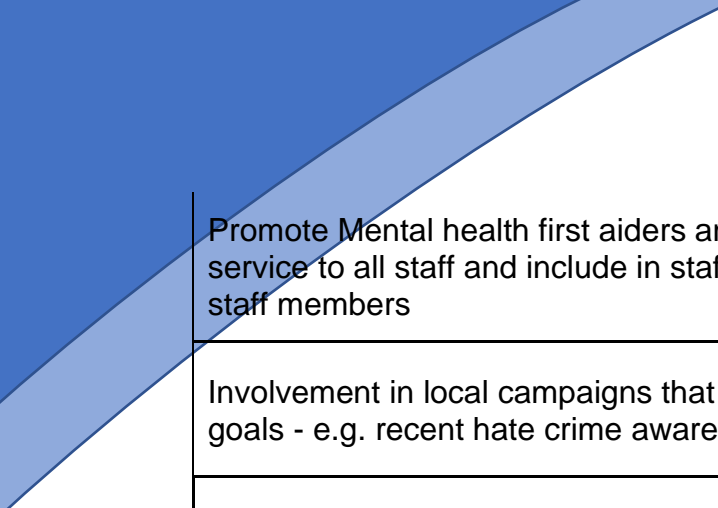
We collect equalities data on some protected characteristics based on their relevance to promoting equity, meeting legal obligations, and addressing specific inequalities. Characteristics such as race, gender, age, disability, and religion are often prioritised because they are closely linked to disparities and underrepresentation in areas like employment, education, and service provision. Data collection in these areas enables us to identify barriers, monitor progress, and implement targeted interventions. However, other characteristics, like marriage/civil partnership or pregnancy, may not be routinely collected unless directly relevant to the organisation's goals or legal requirements. This selective approach balances the need for meaningful data collection with respecting privacy and ensuring the data gathered can drive actionable change.

Review

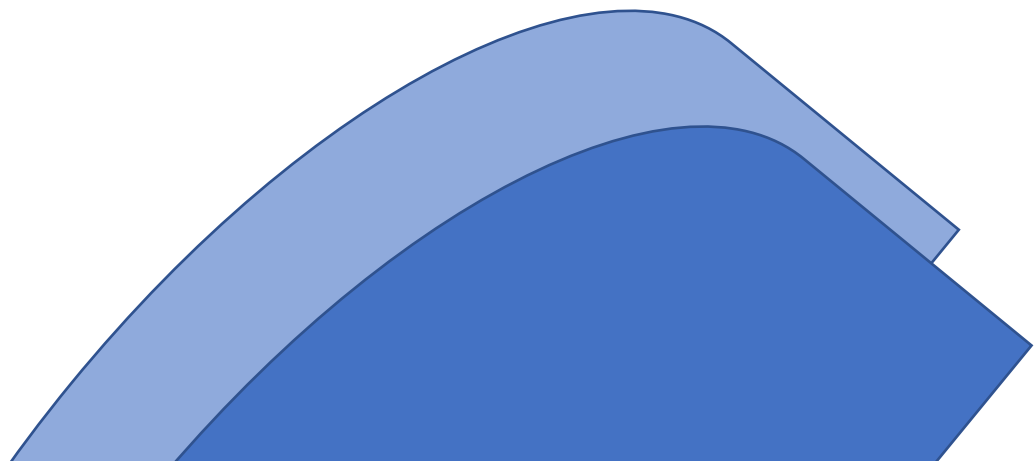
This Strategy will be reviewed every 3 years.

Appendix 1: Action Plan 2025 (draft 28/01/25)

Action	Expected completion date	Action completion date	Person(s) responsible	Comment
Approval of Equalities Strategy	Q4 2024/2025			
Review EDI Policy and go out to consultation	Q1 2025/2026			
Approval of reviewed Equality, Diversity & Inclusion policy	Q1 2025/2026			
Completion of Equality and Human Rights Impact Assessments for all relevant policies	Q2 2025/2026			
Training: Protected Characteristics for staff and board	Q3 2025/2026			
Develop a targetted communications plan to support tenants based on their communicated needs	Q4 2025/2026			
Develop a 3 year engagement plan with community groups associated with protected characteristics	Q4 2025/2026			
Collect data on all 9 protected characteristics	Q1 2025/2026			
Monitor the use of prefixes and whether they need to be used	Ongoing			
Feedback to tenants on equality monitoring outcomes & comments made in protected characteristics survey	Q2 2025/2026			



Promote Mental health first aiders and staff debriefing service to all staff and include in staff induction for new staff members	Q2 2025/2026			
Involvement in local campaigns that support our EDI goals - e.g. recent hate crime awareness campaign	Ongoing			
Promote Cloch's Human Rights Champions	Q3 2025/2026			



Appendix 2 Equality and Human Rights Impact Assessment

Pro- Forma

Depending on the decision, the lead staff will decide on the detail of the EqHRIA required to provide evidence and assurance. The process should be led by the Corporate Services Manager supported by the manager of the department which is responsible for the matter being audited.

Lead Persons: DQuinn, CSwinney	Process Start Date:09/01/2025	Assessment End Date:09/01/2025
	Equalities & Diversity	
Policy/decision Aim – EDI Strategy		
Task: Describe how this policy, strategy or service will show due regard for the 3 aims of the general duty across the protected characteristics.	Explain how due regard is applied to equality and diversity responsibilities	Is the impact: Positive? No effect? Negative?
1 Contribute to <u>eliminating</u> discrimination, harassment and victimisation. <ul style="list-style-type: none">• Raise awareness of our vision and values for equality, diversity and inclusion.• Challenge appropriately, any behaviours or procedures which do not value diversity and advance equality of opportunity. 2 <u>Advance</u> equality of opportunity between those who share a protected characteristic and those who do not?	This strategy links directly to Cloch's equality and diversity objectives and allows us to track performance on our action plan. This aim of this strategy is to contribute to the three aims of general duty across the protected characteristics by eliminating discrimination, harassment and victimisation, advance equality of opportunity between those who share a protected characteristic and those who do not and foster good relations between people from different groups.	Positive

<p>For example:</p> <ul style="list-style-type: none"> • Remove or minimise disadvantage • Meet the needs of equality groups that are different from the needs of others . <p>3 <u>Foster Good relations</u> between people from different groups.</p> <ul style="list-style-type: none"> • Tackle prejudice • Promote understanding 		
	Human Rights	
Task: Describe how this policy, strategy or service will show due regard for human rights and duties.	Explain how due regard is applied to human rights and duties.	Is the impact: Positive? No effect? Negative?
<p>List which human rights apply - remember certain people hold specific rights e.g. disabled people</p> <p>Describe how this policy, strategy or service will deliver human rights, equally.</p>	All human rights are impacted by this strategy as Cloch will use the action plan to raise awareness of Human Rights and ensure staff have adequate training in this area	Positive
Are children's rights engaged directly or indirectly in this act/decision/policy?	Yes	Positive
What rights?	All rights as above	
Overall Risk Grading Score: (Low)1 - 5 (High)	Equalities: 1	Human Rights:1
Further Action required? Led By:	Equalities: Yes/No	Human Rights: Yes/No