

Equality action plan – 2024 – 2027 (Year 2)

The Housing Services Manager will provide Committee with a report on the progress of the Action Plan on a quarterly basis, commencing August 2024. The RAG system will be adopted when providing updates. The following text will be entered into the Progress column:

If the deadline or timescale has passed the text should be **Achieved**, **Partially Achieved**, **Not Achieved** and narrative added to the Completed/Comments column

If is showing as an “ongoing” task the text should **Being Achieved**, **Not Being Achieved** and narrative added to the Completed/Comments column.

If it is a task with a future deadline/timescale the text should be **On track**, **Not on Track** and narrative added to the Completed/Comments column.

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
a) To ensure no one is discriminated against on the basis of any of the nine protected characteristics or any other key groups Rosehill identifies	i. To ensure Rosehill Housing Association’s (Rosehill) commitment to Equalities and Human Rights is clearly displayed in the office reception, on its website, and other publicity materials and information.	Ongoing	HSM / CS & HRM	Being Achieved	
	The information should underline Rosehill’s zero tolerance to discrimination (and any other forms of unacceptable behaviour) and ensure anyone experiencing discrimination, harassment, etc. is aware they can contact Rosehill who will investigate their issue.	Ongoing	HSM / CS & HRM	Being Achieved	
	The information produced should reflect Rosehill’s commitment (see Rosehill’s Equality Strategy) to pay due	Ongoing	HSM / CS	Being Achieved	

	regard to the General Equality Duty set out in the Equality Act 2010. This requires organisations to: • eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010 • advance equality of opportunity between people who share a protected characteristic and those who do not • foster good relations between people who share a protected characteristic and those who do not Rosehill's expectations relating to Equality and Human Rights will be emphasised in staff and committee codes of conduct*. In addition, Rosehill's equalities expectations should be included in the sign-up process for new tenants.	Ongoing	HSM / CS & HRM	Being Achieved	
	ii.To update Rosehill's policy and action plan to reflect changes to relevant legislation or regulation as, and when, required.	April 26 and ongoing	HSM	Being Achieved	
	iii.To periodically report to the committee on the delivery of - the action plans aims. This should include discussion of any slippage in meeting timescales and / or any additional resources needed to deliver any aims / activities.	April 2026 onwards	HSM	Being Achieved	
	iv.To publicise that Rosehill • will make its documents available in alternative formats on request (i.e. large font, in Braille, etc. on request. • will provide a signer or translation support when requested to do so, within a reasonable timescale.	April 2026 and on-going	HSM	Being Achieved	

	• will make handouts available in large print at public meetings on request. • will ensure signage highlighting Rosehill's commitment to Equality and Human Rights is developed and displayed at the reception and other locations within Rosehill's office. • will ensure articles highlighting Rosehill's commitment to Equality and Human Rights will be published twice a year in Rosehill's newsletter * The support outlined above will be updated to reflect any future legislative / regulatory changes i.e. updates to the code of conduct				
--	--	--	--	--	--

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
b) To periodically collect, collate and analyse equalities data, and use it to enhance Rosehill's services, and assess how reflective Rosehill is of its community Mention stats and how we use stats to see our demographics so we can plan ahead for the future.	i. Data collection – in accordance with Scottish Housing Regulator's (SHR) guidance Rosehill shall collect a range of equalities data from tenants and housing applicants, committee and staff relating to the protected characteristics identified in the Equality Act 2010. As agreed by the committee data will be collected anonymously and compared against a range of data including the census, the Scottish Index of Multiple Deprivation (SMID), data held by Rosehill. etc. Housing applicant information gathered continuously and at annual waiting list review.	April 2026 and on-going On-going On-going	HSM (assisted by SMT) HSM (assisted by SMT) HSM	Being Achieved Being Achieved Being Achieved	

	New Tenant data collected annually	November 2026	HSM	On track	
	Current Tenant data collected every 3 years	Mar/Apr 2026	HSM	Achieved	Data collected as part of TSS 2026
	Staff and committee information to be collected every 3 years	Ongoing	HSM (assisted by SMT)	Being Achieved	Data due to be collected 2027
	Rosehill will ensure data is collected, stored and used in accordance with data protection legislation, and its policies and procedures. Rosehill will seek to ensure collection methods ensure nobody is identifiable (i.e. separating monitoring forms from applications forms).	On-going	HSM (assisted by SMT)	Being Achieved	
	The data collected shall be used to monitor: 1- Staff composition 2- Committee composition 3- Tenant composition 4- Housing applicant composition 5- Composition of applicants wishing to join the Co-op's staff or committee				
	ii. Rosehill will seek to identify any imbalances in committee and / or staff composition and consider in conjunction with succession / recruitment plans.	April 2026 and on-going	HSM (assisted by SMT)	Being Achieved	

	iii. Rosehill will use data from tenants and housing applicants to inform future services and communication.	On-going	HSM (assisted by SMT)	Being Achieved	
	iv. Rosehill will continue to identify tenants, households, etc., who would benefit from tailored communications and / or services (i.e. providing documents in alternative formats (braille, large font)), making adaptations to properties, providing access to translation services, etc.	April 2026	HSM	Being Achieved	
	v. To review the process used to inform future data collection methods. The review should discuss: • future data collection methods and identify potential improvements (i.e. linking data collection to tenant satisfaction surveys.) • any additional equalities data which might be valuable to collect in the future (i.e. literacy, poverty, household needs, caring responsibilities, etc.) • how to ensure tenants are aware of why the data is collected, what Rosehill will do with it and how Rosehill will protect this information • how to encourage tenants to provide specific information which can help Rosehill tailor services to their specific and those of their families (i.e. info. regarding progressive illnesses, needs of household members, preferred gender pro-nouns, etc.) • how to reassure tenants that Rosehill will not share any personal information unnecessarily, and it will be stored according to Rosehill's procedures and data protection legislation and regulations • Add something about how we look after data?	April 2026	HSM	Being Achieved	

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
c) Review Rosehill's Equality Impact Assessment (EIA) tool*. <i>* This tool ensures when policies are developed / reviewed they promote equality of opportunity and avoid disadvantaging anyone from protected characteristics</i>	i. To regularly review, and revise, Rosehill's EIA tool to reflect good practice, and ensure the tool is as straight-forward to use as possible.	Ongoing	HSM	Being Achieved	
	ii. Continue to discuss if the EIA tool should reflect on how policies ensure Human Rights informs the services Rosehill provides.	Ongoing	HSM	Being Achieved	
	iii. To train all staff in policy development and review in the use of the revised EIA.	As and when required	HSM	Being Achieved	

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
d) Ensure equality of opportunity and treatment for all people in relation to the employment	i. To use EVH guidelines 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 preferred candidates.	On-going	CS & HRM	Being Achieved	
	ii. To compile an equality monitoring report for all filled vacancies providing a breakdown of applicants, interviewees and the successful candidate. Ensure that all job adverts highlight that the Association is an equal opportunities employer.	On-going	CS & HRM	Being Achieved	

	iii. Rosehill will seek to guarantee an interview to all those who have a disability if they meet the minimum criteria for a position.	On-going	CS & HRM	Being Achieved	
--	--	----------	----------	----------------	--

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
e) Ensure all staff and committee members are aware of Rosehill's commitment to, and obligations in relation to, equality and human rights	i. To ensure all staff and committee receive specific equalities training.	June 2026 and on-going	HSM	On track	Refresher training (staff) completed 11/6. Committee training arranged for Mar-27
	ii. To raise awareness of Rosehill's equality and human rights commitments in the staff and committee induction processes	On-going	CS, HRM & Chief Exec	Being Achieved	This has been factored into induction processes.
	iii. To ensure teams / individual staff are aware of relevant equality aims / activities, and discuss them during training / team meetings, etc.	On-going	HSM (assisted by SMT)	Being Achieved	
	iv. To ensure the committee receive quarterly reports on the delivery of the Equality Action Plan's aims and activities	Quarterly	HSM	Being Achieved	Reports provided to committee as standard agenda item.

--	--	--	--	--	--

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
f) Sexual Harassment Policy/Legislation	v. Publicise Sexual Harassment Policy to comply with expectations of the Workers Protection Act 2024	On-going	CS & HRM	Being Achieved	

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
g) To ensure Rosehill communicates effectively with tenants, including those who are traditionally excluded	i. To develop strategies to address digital exclusion within its community through providing relevant support, signposting to IT resources (i.e. local libraries/colleges).	Ongoing	HSM (assisted by CEO)	Being Achieved	
	ii. To develop links with groups / support organisations who work with under-	Ongoing		Being Achieved	

	represented or traditionally excluded groups to identify how best to engage these groups and / or improve its services / support. iii. To use the equality data Rosehill collects and other data to identify the most commonly used community languages within the community and use translation services and IT technologies (i.e. AI) to engage effectively in those languages. iv. To develop Rosehill's digital presence to ensure it communicates / engages with tenants in their preferred medium. This should include developing plans to better use social media platforms (i.e. facebook, youtube, WhatsApp, X (formerly twitter), etc.). v. To investigate how Artificial Intelligence (AI) can be used to tailor letters, publicity, newsletters articles, etc. to best engage with different groups / demographics. This should aim to increase engagement levels and ensure effective communications.	Ongoing Ongoing Ongoing	HSM (assisted by CEO) HSM (assisted by CEO) HSM (assisted by CS & HRM) CS & HRM	Being Achieved Being Achieved Being Achieved	Continue to use Happy to Translate tools CS & HRM has arranged initial meetings to discuss/explore this further
--	--	--	---	---	---

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
h) Be mindful of Rosehill's equality and human rights commitments during the procurement of contractors / consultants and when working with partner organisations	i. To ensure contractor application forms include specific questions regarding equality and human rights compliance.	On-going	TSM	Being Achieved	
	ii. To refuse to use any contractor or consultant who is unable to satisfy Rosehill of their commitment to equal opportunities.	As and when required	TSM	Being Achieved	
	iii. To investigate and if necessary, take appropriate action if a consultant or contractor breaches Rosehill's Equality and Human Rights' policy.	As and when required	TSM	Being Achieved	
	iv. To ensure all organisations who work with, or for, Rosehill observe the commitments outlined in Rosehill's Equality and Human Rights policy, strategy and action plan.	On-going	TSM & SMT	Being Achieved	
	v. To ensure tenants, and others, are aware contractors, consultants, etc. are required to observe Rosehill's equality commitments.	On-going	TSM & SMT	Being Achieved	

--	--	--	--	--	--