

## Equality action plan – 2024 – 2027

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 Co-operative’s (Rosehill) commitment to Equalities and Human Rights is clearly displayed in the office reception, on its website, and other publicity materials and information.	Sept 2024	HSM / CS & HRM	<b>Achieved but not on time</b>	Publicity Materials were drafted / printed and displayed in reception in November
	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.	Sept 2024	HSM / CS & HRM	<b>Achieved but not on time</b>	Completed in November

	<p>The information produced should reflect Rosehill's commitment (see Rosehill's Equality Strategy) to pay due regard to the General Equality Duty set out in the Equality Act 2010. This requires organisations to:</p> <ul style="list-style-type: none"> <li>• eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010</li> <li>• advance equality of opportunity between people who share a protected characteristic and those who do not</li> <li>• foster good relations between people who share a protected characteristic and those who do not</li> </ul> <p>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 tenant's handbook and the sign-up process for new tenants.</p> <p>ii.To update Rosehill's policy and action plan to reflect changes to relevant legislation or regulation as, and when, required.</p> <p>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.</p>	<p>Sept 2024</p> <p>Jan 2025</p> <p>Jan 24 (Policy) June 24 (Action Plan)</p> <p>August 2024 onwards</p>	<p>HSM / CS &amp; HRM</p> <p>HSM / CS &amp; HRM</p> <p>HSM</p> <p>HSM</p>	<p>Achieved</p> <p>On track</p> <p>Achieved</p> <p>Being Achieved</p>	<p>This is included in current relevant HR policies and staff training</p> <p>Will be included in policy review</p> <p>Equalities &amp; HR Policy approved by committee Jan 24</p> <p>Action Plan approved 03/07</p> <p>First report to committee 28/08</p>
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	<p>iv. To publicise that Rosehill</p> <ul style="list-style-type: none"> <li>• will make its documents available in alternative formats on request (i.e. large font, in Braille, etc. on request.</li> <li>• will provide a signer or translation support when requested to do so, within a reasonable timescale.</li> <li>• will make handouts available in large print at public meetings on request.</li> <li>• 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. In addition, rolling information will be displayed on the TV located in Rosehill's reception</li> <li>• will ensure articles highlighting Rosehill's commitment to Equality and Human Rights will be published periodically in Rosehill's newsletter</li> </ul> <p>* The support outlined above will be updated to reflect any future legislative / regulatory changes i.e. updates to the code of conduct</p>	<p>March 2024 and on-going</p>	<p>HSM</p>	<p>Being Achieved</p>	<p>Rosehill joined happy to translate in April 2024 and will continue to use global languages to provide support to customers for whom English is not their second language.</p>
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Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
<p>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</p>	<p>i. <b>Data collection</b> – 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.</p> <p>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.</p>	<p>March 2024 and on-going</p> <p>On-going</p>	<p>HSM (assisted by SMT)</p> <p>HSM (assisted by SMT)</p>	<p>Being Achieved</p> <p>Being Achieved</p>	<p>Completed in August</p> <p>See (i) above</p>

	<p>Tenant and housing applicant information was gathered initially (between March – August 2023), and staff and committee information will be gathered by March 2024.</p> <p>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).</p> <p>The data collected shall be used to monitor:</p> <ol style="list-style-type: none"> <li>1- Staff composition</li> <li>2- Committee composition</li> <li>3- Tenant composition</li> <li>4- Housing applicant composition</li> <li>5- Composition of applicants wishing to join the Co-op's staff or committee</li> </ol> <p>ii. Rosehill will seek to ensure any imbalances in committee and / or staff composition are identified and inform succession / recruitment plans.</p> <p>iii. Rosehill will use data from tenants and housing applicants to inform future services and communication.</p> <p>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.</p>	<p>March 2024</p> <p>On-going</p> <p>On-going</p> <p>On-going</p> <p>On-going</p> <p>March 2024 and on-going</p> <p>March 2024 and on-going</p>	<p>HSM (assisted by SMT)</p> <p>HSM (assisted by SMT)</p> <p>HSM (assisted by SMT)</p> <p>HSM (assisted by SMT)</p> <p>HSM (assisted by SMT)</p> <p>HSM (assisted by SMT)</p> <p>HSM (assisted by SMT)</p>	<p>Achieved</p> <p>Being Achieved</p> <p>Being Achieved</p> <p>Being Achieved</p> <p>Being Achieved</p> <p>Being Achieved</p> <p>Being Achieved</p>	<p>Data collected anonymously – no link to either tenants or applicants.</p> <p>Succession Plan and Recruitment &amp; Selection Policies in place</p> <p>Rosehill are now members of HTT. Documents can be provided in alternative format if requested</p>
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	<p>v. To review the process used to inform future data collection methods. The review should discuss:</p> <ul style="list-style-type: none"> <li>• future data collection methods and identify potential improvements (i.e. linking data collection to tenant satisfaction surveys.)</li> <li>• any additional equalities data which might be valuable to collect in the future (i.e. literacy, poverty, household needs, caring responsibilities, etc.)</li> <li>• 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</li> <li>• 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.)</li> <li>• 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</li> </ul>	<p>March 2024 and annually thereafter</p>	<p>HSM (assisted by SMT)</p>	<p>Achieved</p>	<p>Agreed with Stuart Eglington that at this time our collection methods were suffice.</p>
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Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
<p>c) Review Rosehill's Equality Impact Assessment (EIA) tool*.</p> <p><i>* This tool ensures when policies are developed / reviewed they promote</i></p>	<p>i. To review, and revise, Rosehill's EIA tool to reflect good practice, and ensure the tool is as straight-forward to use as possible.</p> <p>ii. To discuss if the EIA tool should reflect on how policies ensure Human Rights informs the services Rosehill provides.</p>	<p>September 2024</p> <p>September 2024</p>	<p>HSM</p> <p>HSM</p>	<p>Achieved but not on time</p> <p>Achieved but</p>	<p>Training carried out with SET 14/11/24</p> <p>See (i) above</p>

<p><i>equality of opportunity and avoid disadvantaging anyone from protected characteristics</i></p>	<p>iii. To train all staff in policy development and review in the use of the revised EIA.</p>	<p>September 2024</p>	<p>HSM</p>	<p>not on time  Achieved but not on time</p>	<p>Training with SMT completed 14/11/24</p>
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Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
<p>d) Ensure equality of opportunity and treatment for all people in relation to the employment</p>	<p>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.</p> <p>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 Co-op is an equal opportunities employer.</p>	<p>On-going</p>	<p>CS &amp; HRM</p>	<p>Being Achieved</p>	<p>All applicants are scored against the essential criteria of the position as per person spec.</p>
		<p>On-going</p>	<p>CS &amp; HRM</p>	<p>On Track</p>	<p>Interviews are scored independently and a recruitment decision made following a collective average score.</p>

	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	Stats are currently gathered from recruitment campaigns – is not currently submitted as a report, will be presented at next staffing sub  Being done currently, this is in line with our Disability Confident “Committed” Status
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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.	September 2024	HSM	Achieved	Staff & Committee training completed. Refresher due every 2 years.
	ii. To raise awareness of Rosehill's equality and human rights commitments in the staff and committee induction processes	On-going	CS, HRM & Director	Being Achieved	
	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	On-going quarterly from August 24	HSM	Achieved	First report going to committee on 28/08
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Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
<p>f) To ensure Rosehill communicates effectively with tenants, including those who are traditionally excluded</p>	<p>i. To develop strategies to address digital exclusion within its community through providing relevant support, signposting to IT resources (i.e. local libraries/colleges).</p>	Ongoing	HSM (assisted by CEO)	Being Achieved	<p>Rosehill's CEO has joined the STEN (Scottish Tenant Engagement Network). STEN stats show people of all ages use social media and using social platforms RSLs have significantly increased customer engagement. <b>HSM</b> has now also joined STEN.</p>
	<p>ii. To develop links with groups / support organisations who work with under-represented or traditionally excluded groups to identify how best to engage these groups and / or improve its services / support.</p>	Ongoing	HSM (assisted by CEO)	Being Achieved	<p>Networking via Community Environmental &amp; Safety meetings. Looking into engaging with local church groups etc.</p>
	<p>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.</p>	Ongoing	HSM (assisted by CEO)	Being Achieved	<p>Rosehill is now a member of HTT.</p>

	<p>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.).</p>	Ongoing	HSM (assisted by CEO)	Being Achieved	Rosehill has developed a Facebook presence.
	<p>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.</p>	Ongoing	HSM (assisted by CEO)	Being Achieved	AI supports translation in real time to improve communication with customers whose first language is not English.

Aim	Activity	Timescale	Lead officer	Progress (RAG)	Completed/ comments
g) 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.	September 2024	TSM	Achieved	Application forms contain questions re equalities.
	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	TS applications rejected if not able to satisfy
	iii. To investigate and if necessary, take appropriate action if a consultant or	As and when required	TSM	Being Achieved	Any potential breaches investigated by TSM

	<p>contractor breaches Rosehill's Equality and Human Rights' policy.</p> <p>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.</p> <p>v. To ensure tenants, and others, are aware contractors, consultants, etc. are required to observe Rosehill's equality commitments.</p>	<p>July 2024</p> <p>October 2024</p>	<p>TSM &amp; SMT</p> <p>TSM</p>	<p>Achieved</p> <p>On track</p>	<p>for TS contractors / consultants</p> <p>TS contractors / consultants completed application that states requirements and conditions.</p>
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