

SHA Equality Diversity & Inclusion Action Plan 2024-27



PRIORITY 1					
Knowing our customers and equality mapping					
Links to Equality Policy Objectives:					
<ul style="list-style-type: none"> To eliminate discrimination and advance equality of opportunity for all, in our role as a housing provider and employer To value and respond appropriately to diversity in our communities and in our individual customers and staff members. To comply with legislation and seek to meet best practice standards. 					
Ref.	Priority Area Action	Timescale	Responsible Officers	Outcome/Success Measures	Progress
P1.1	Effectively utilise EDI customer profile data collected from tenant and employee surveys	July 2025	Customer Services Manager & Corporate Compliance Officer & Corporate Services Manager	Service delivery is informed by our profile data. Workplace policies and processes are informed by workforce EDI data.	
P1.2	Develop our customer management system and information technology to ensure that EDI profile data is stored securely and allows data	July 2025	Information Systems Project Manager	We have an effective mechanism and process in place to ensure equalities data is updated and	

	to be analysed and interrogated for business needs			refreshed as tenancies start and end. EDI data is processed in line with data protection principles and privacy law. Data is used to analyse and better target groups where the most benefit will be felt	
P1.3	Develop equalities data collection across nine protected characteristics for applicants for housing	September 2024	Housing Team Manager (Allocations)	We have equalities profile data in relation to prospective new tenants, and meet our regulatory obligations to collect profile data for applicants for housing	
P1.4	Our Tenant Satisfaction Surveys include equality data.	July 2026	Director of Housing and Communities / Customer Services Manager	Equality data is incorporated into surveys across the Association (e.g. repairs satisfaction, community initiatives programmes)	

PRIORITY 2

Leadership, Partnership and Organisational Commitment

Links to Equality Policy Objectives:

- To eliminate discrimination and advance equality of opportunity for all, in our role as a housing provider and employer.
- To show zero tolerance of harassment and hate crime.
- To promote tolerance and community cohesion in our neighbourhoods
- To comply with legislation and seek to meet best practice standards

To encourage our contractors and suppliers to promote equality, respect diversity and prevent discrimination.

Ref.	Priority Area Action	Timescale	Responsible Officers	Outcome/Success Measures	
P2.1	Effectively promote and publicise SHA as a Hate Crime Third Party Reporting Facility	October 2024	Director of Housing and Communities	<p>Increased reporting and recording of Hate Crime.</p> <p>Our staff are aware and trained to know how to handle a third-party report of a hate crime.</p> <p>Tenants and other residents are aware that SHA is a safe space in which to report crime or anti-social behaviour motivated by hate.</p> <p>SHA participate in city and nationwide hate crime awareness campaigns.</p>	
P2.2	Establish and maintain links with key Equality representative stakeholders and partners at local, city-wide and national level as appropriate	December 2024	Community Initiatives Team Leader	Our key policies and services are underpinned by consultation with and informed by expert advice and guidance in relation to	

				<p>equalities and the Protected Characteristics.</p> <p>Good relationships with stakeholders are promoted.</p> <p>A register of key partners and stakeholder contacts is developed and maintained.</p>	
P2.3	Ensure evidence of an equalities and human rights commitment as standard within prospective contractors' applications and our procurement processes.	April 2025	Director of Property Services	<p>Our contractors are aligned with our Equality commitments.</p> <p>SHA's spending power and decision making is used to actively address inequality</p>	
P2.4	Actively promote use of Community Benefits within our key contracts to advance EDI.	April 2025	Director of Development and Investment	Identifiable benefits from our contracts in line with community benefits priorities expressed by our tenants.	
P2.5	Develop annual reporting to Management Committee on Equality and Diversity	November 2024	Corporate Compliance Officer	Effective Governance oversight that SHA are meeting legal and regulatory obligations with regard to Equality.	
P2.6	Assess our Equality progress using the Social Housing Equality Framework	December 2024	Corporate Compliance Officer	SHA's Equality progress is measured in terms of Developing and Achieving using a recognised sector framework.	
P2.7	Identify EDI training needs for Leadership Team and	October 2024	Corporate Services Manager	Equality commitment is visible and is led from the strategic leadership of SHA.	

	Governing Body and develop and deliver EDI Training Plan			SHA culture reflects values.	
PRIORITY 3					
Community Engagement and Satisfaction					
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P3.1	Visibly promote SHA as a welcoming, open and diverse organisation	April 2025	Customer Services Manager	<p>We are able to respond positively to requests for information or signpost to assistance quickly and efficiently.</p> <p>All customer-facing staff know how to identify and respond appropriately to customers whose primary language is not English.</p>	
P3.2	Develop an organisational approach and process for translation and interpretation	December 2024	Corporate Compliance officer	There is a consistent, effective and value for money approach to meeting our translation and interpretation commitments as an organisation.	

				SHA staff have clear guidance and processes in relation to translation and interpretation.	
P3.3	Ensure that our communications reflect the diversity of our communities	April 2025	Customer Services Manager	<p>Our publications and website are more tenant and customer focused and reflect the diversity of our staff and customer base.</p> <p>Increased visibility of different groups of people in our official communications.</p> <p>Organisational calendar of key cultural and religious dates is developed and used to inform our corporate communications</p>	
P3.4	Conduct an Equalities Based review of the SHA website.	December 2024	Information Systems Project Manager	<p>SHA's website is disability compliant.</p> <p>SHA website has translation functionality</p> <p>SHA website is more tenant and customer focused and reflects the diversity</p>	
P3.5	Our Community Events are planned with regard to EDI considerations and communications plans	August 2024	Community Initiatives Team Leader	<p>Events are co-ordinated to maximise SHA and EDI objectives.</p> <p>Events are publicised and reflect the diversity of our</p>	

				neighbourhoods and our EDI commitments	
<p>PRIORITY 4</p> <p>Responsive Services and Customer Care</p> <p>Links to Equality Policy Objectives:</p> <ul style="list-style-type: none"> • To eliminate discrimination and advance equality of opportunity for all, in our role as a housing provider and employer. • To treat all of our customers and employees fairly and with dignity and respect. • To value and respond appropriately to diversity in our communities and in our individual customers and staff members. • To promote tolerance and community cohesion in our neighbourhoods • To comply with legislation and seek to meet best practice standards 					
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P4.1	Assess Human Rights impacts across key new and revised policies, services and proposals	October 2024	Corporate Compliance Officer	<p>Our revised Policies as identified by the Policy Review Framework and any key new services have their equalities and human rights impact analysed and mitigating actions taken to address any adverse impact.</p> <p>We have documented evidence of having considered human rights in our service design and delivery.</p>	

				Revised EqIA template document to include Human Rights impact.	
P4.2	Develop an 'equalities key dates calendar' and celebrate and promote key dates via our corporate and social media channels	October 2024	Customer Services Manager	Key cultural events are recognised and celebrated via our website and social media channels. Staff are aware of key dates when planning events or appointments with customers.	
P4.3	Analyse and monitor our Allocations policy and processes to ensure that no barriers exist for any group in accessing housing.	July 2024	Director of Housing and Communities	Access to our housing is broadly in line with neighbourhood equality profiles. Access to better quality housing stock e.g. New Build contains no barriers to specific groups accessing it.	
P4.4	SHA Customer Management System and service delivery takes account of customer EDI requirements and preferences	April 2025	Information Systems Project manager	Our systems record and inform where specific preferences e.g. tenant requires more time to answer door have been made known	
P4.5	Audit SHA premises to ensure they meet legal and good practice requirements with regard to accessibility.	December 2024	Corporate Services Manager	No physical or mental barriers to accessing our premises exist. Reasonable adjustments are applied when a physical or mental barrier is	

				identified in accessing our premises.	
P4.6	Develop an organisational approach to addressing Domestic Violence	March 2025	Director of Housing and Communities	<p>Domestic Violence policy and procedures developed to meet provisions of new Housing (Scotland) Act 2023.</p> <p>Staff are trained and equipped to deal with instances of Domestic Violence.</p> <p>SHA policies and lettings plan takes account of domestic violence considerations.</p>	
<p>PRIORITY 5</p> <p>A progressive and diverse workforce</p> <p>Links to Equality Policy Objectives:</p> <ul style="list-style-type: none"> • To eliminate discrimination and advance equality of opportunity for all, in our role as a housing provider and employer. • To treat all of our customers and employees fairly and with dignity and respect. • To value and respond appropriately to diversity in our communities and in our individual customers and staff members. • To comply with legislation and seek to meet best practice standards 					
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P5.1	Develop and Deliver an Equalities Training Programme for staff and volunteers	October 2024	Corporate Services Manager	At least two Equality based specific training sessions are delivered to SHA staff and volunteers over the next two years.	

				Equality training needs assessed and identified by EDI working group.	
P5.2	Consider equalities outcomes from the employment engagement survey and implement actions arising from survey.	July 2024	Corporate Services Manager	Employee Engagement Action Plan progress. Increased employee satisfaction levels.	
P5.3	Review equality composition of workforce and Governing Body and develop a plan to address areas of under-representation	December 2024	Corporate Services Manager	Governing Body and workforce are broadly reflective of the equity composition off our neighbourhoods	
P5.4	Analyse our recruitment and retention processes to ensure that they do not consciously or unconsciously discriminate	March 2025	Corporate Services Manager	Any barriers to a) interview b) selection and c) retention are effectively analysed and mitigated if necessary. Revised SHA Recruitment and Retention Policy	
P5.5	Develop and deliver an annual programme of workplace EDI initiatives or awareness raising	October 2024	EDI Working Group / Staff Hub	Organisational focus upon specific protected characteristic group e.g. Disability awareness, black history month. Deliver 6 per annum.	
P5.6	Review organisational approach to menopause awareness and period poverty and dignity	July 2025	Corporate Services Manager	Revised Workplace Menopause Policy July 2025. SHA staff and visitors to our public buildings and community hubs have access to sanitary products.	

