

Prospect Equalities Strategy

2022 – 2025

1. Introduction

Prospect’s Equalities Strategy outlines our commitment to ensuring we deliver housing services in a way that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

This strategy covers our equalities approach as an employer and covers the responsibility of staff and committee members, as well as contractors and other stakeholders.

Prospect’s strategy towards promoting equality of access and opportunity is summed up in the following diagram:



2. Legal context

2.1 The relevant [Social Housing Charter](#) outcome for this strategy is:

Social landlords perform all aspects of their housing services so that:

- Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers and delivering services that recognise and meet these.

2.2 [The Equalities Act 2010](#) requires us to ensure that everyone (i.e., customers and colleagues) we deal with is treated with fairness and respect and is not discriminated against on the grounds of the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

2.3 [The Guidance for Scottish Landlords on collecting equality information](#) (2021) has helped us shape this strategy and influenced the approach we are taking regarding data collection.

2.4 Scottish Housing Regulator Requirements

Whilst there are currently no reporting requirements for equalities as part of the Annual Return on the Charter, we comply with the following as part of our Annual Assurance Statements:

- Prospect's Management Committee has assurance and evidence that it considers equality and human rights issues properly when making all its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.
- To comply with these duties, we must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff.

2.5 Data Protection Legislation

When we are collecting or holding data from tenants, staff, and committee members, we ensure we are processing it in a way which complies with the General Data Protection Regulation of 2018. This is outlined in our [Data Protection Policy](#).

3. Equality & Diversity Policy

3.1 Prospect's [Equality and Diversity Policy](#) outlines how we implement and promote equality and diversity across the organisation and our services. It also outlines the ways in which we work to reduce and prevent discrimination. We review this policy every 3 years.

4. Equality Procedures, Action Plan and Charter

4.1 This strategy and our Equality and Diversity Policy are supported by procedures and an Equality Action Plan. The policy is agreed by our Equalities Working Group, before it is presented to Management Committee for approval.

4.2 The procedure outlines the approach we take to complete our Equality Impact Assessments. This is reviewed every 3 years.

4.3 The Action plan outlines our annual equality commitments including training, policy or procedure reviews, charter goals, reporting requirements, data collection etc.

4.4 We have an Equality and Diversity Charter which outlines good practice core commitments and how we are working towards meeting them. This is based on the Chartered Institute of Housing's Equality and Diversity Charter.

5. Equality Impact Assessments

5.1 When we review any Prospect policies, and take key business decisions, we carry out equality impact assessments. This includes the annual budget review and our Business Plan.

6. Equalities Working Group

6.1 Prospect has an Equalities Working Group consisting of Management Committee members and Management team staff. It meets 2-3 times per year and has the following objectives:

- a) Monitoring Prospect's performance against our Equalities Action Plan and the CIH Equality and Diversity Charter, ensuring the Action Plan is presented to Management Committee twice per year;
- b) Reviewing our Equalities Policy (as part of the three-year review cycle);

- c) Analysing the equalities data gathered as part of the Tenant Satisfaction Survey to ensure an overview is presented to Management Committee;
- d) Reviewing our compliance with the regulatory standards relating to equalities to provide assurance to the Management Committee as part of the Annual Assurance Statements;
- e) Review Equalities Impact Assessments to identify inconsistencies and develop good practice;
- f) Identifying areas we can improve practice and foster good relations to ensure that everyone we deal with is treated with fairness and respect and is not discriminated against on the grounds of any of the protected characteristics;
- g) Identifying specific Equalities related tasks or projects to progress within the organisation;
- h) Identifying and sharing good practice and promoting Equalities within the organisation.

These objectives are reviewed annually.

7. Data Collection & Evidence

7.1 To ensure we are delivering services which meet the outcomes of the Social Housing Charter and comply with the regulatory requirements, we need to understand our customers, staff and committee's characteristics and any needs they may have. This will allow us to provide better service to our customers and promote diversity. We use this data to measure whether we are meeting the aims of this Strategy and our Equality and Diversity Policy.

We collect and analyse information in the following ways:

- a) Every three years we carry out a Tenant Satisfaction Survey with a face-to-face survey with 50% of Prospect tenants. As part of this we ask equalities monitoring questions. This information is anonymised, i.e., it is not held against individuals.
- b) Annually we carry out a survey of tenants to confirm who is living in the household. At this point, tenants can advise us of any specific needs or characteristics which will help us to ensure that they have the best access to our services. This information will be held as part of the tenants' personal details.
- c) Annually we carry out a survey of staff and committee members to compile equalities information. This information is anonymised. Any staff member who has any specific requirements advises their manager and we will take these needs into account.
- d) We analyse data from the Scottish Index of Multiple Deprivation for the areas in which we operate.
- e) These information sources are analysed to identify any service gaps or areas of concern or discrimination. The outcome of the analysis is presented to the

Equalities Working Group and Management committee with recommendations made for action accordingly.

- f) These information sources inform our Equality Impact Assessments which impact on policy development.
- g) Equalities themes are included in our annual Prospect Performance Report for tenants as well as the Assurance Statement which is prepared for the Scottish Housing Regulator.

8. Feedback and Consultation

8.1 We monitor complaints and compliments as part of our quarterly Key Performance Information reports and use this information to improve services.

8.2 We consult tenants via a range of methods outlined in our [Tenant & Community Participation Strategy](#) and take their views into account when shaping and delivering services.

8.3 We carry out regular surveys, including a comprehensive three yearly Tenant Satisfaction Survey, to ensure that tenants views and feedback improve services.

9. Joint Working

9.1 We work with a range of local partners as part of our Community Projects work to deliver projects which benefit the local community. We learn and benefit from this collaboration in terms of local equalities and discrimination issues.

9.2 We refer tenants for equalities-based support from local agencies.

9.3 We work with a range of national agencies to help inform our practice, deliver training etc.

10. Training

10.1 We offer equalities training to staff in a range of ways. These range from bite sized sessions for all staff to attendance at conferences and seminars.

10.2 We review our equalities training objectives annually and include them in our Equalities Action Plan.

11. Monitoring and Review

All Prospect staff have a role to play in implementing this Strategy. We will monitor this our progress on meeting the objectives of this Strategy and provide an annual report to Committee.

We will review this strategy in 2025.

