

1.0 FRAMEWORK

1.1 This Strategy outlines the principal values and commitments that underpin GWHA's aims, objectives, strategy, policy, planning and performance in the areas of equality, diversity, inclusion and human rights. The general terms and themes apply to all services and activities and to business functions including human resources and governance.

2.0 AIMS

- 2.1 To promote equality of opportunity in all services and activities.
- 2.2 To identify and eliminate potentially discriminatory policies and practices.
- 2.3 To deliver services and develop policies consistent with a human rights approach.
- 2.4 To demonstrate commitment to community cohesion and inclusion.
- 2.5 To conduct services and activities in compliance with GWHA core values: Ethical, Inclusive, Efficient, Innovative, and Open.
- 2.6 To demonstrate compliance with legislation, best practice and guidance.
- 2.7 To minimise risk.

3.0 DEFINITIONS

- 3.1 *Protected Characteristics* – Characteristics that are protected by provisions within the Equality Act 2010, and for which it is unlawful to discriminate in law: Age; Disability; Gender re-assignment; Marriage and civil partnership; Pregnancy and maternity; Race; Religion or belief; Sex; Sexual orientation.
- 3.2 *Diversity* - Refers to the range of individual differences demonstrated among people. Diversity can include aspects such as class, educational background, accent, mental health, political beliefs, as well as traditional aspects of equal opportunities such as sex, age, disability, race and sexual orientation. Diversity is complementary to traditional equality work and not substitute. It should consider the benefits brought about by individual differences.
- 3.3 *Equality of Opportunity*¹ – The principle of treating all people the same, and not being influenced by a person's sex, race, religion, etc.
- 3.4 *Equality of Outcome* - The end result of a process or service is of benefit to everyone, regardless of the different approaches and input required to get different groups to the same point.
- 3.5 *Black and Minority Ethnic (BME) or Black, Asian and Minority Ethnic (BAME)* - The terms BME and BAME are used to refer to minority ethnic communities who are "visible" – usually because of their colour. Other minority ethnic communities may not be visible (e.g. Irish, Travelling People, Eastern Europeans) but would be equally covered under equalities legislation. The issue of invisibility is also pertinent for disabled people as not all disabilities are visible, or manifest (e.g. early stages of some conditions, mental illness). Again, people need to be aware that anyone may be in a minority or equality group – whether or not they appear to be.
- 3.6 *Direct Discrimination*² – Where a person is treated less favourably than another person or other people because of a protected characteristic under the Equality Act 2010.
- 3.7 *Indirect Discrimination*³ – Situations when policies, practices or procedures are put in place that appear to treat everyone equally but, in practice, are less fair to those with a certain protected characteristic under the Equality Act 2010.
- 3.8 *Institutional Racism*⁴ - Discrimination or unequal treatment on the basis of membership of a particular ethnic group (typically one that is a minority or marginalized), arising from systems, structures, or expectations that have become established within an institution or organization.
- 3.9 *Positive Action* - Term used to describe the ways in which an organisation may lawfully seek to redress the effects of past discriminatory practices against disadvantaged groups.
- 3.10 *Positive Discrimination* - Taking action to directly favour members of a particular group or community that have been excluded from access to a particular resource or activity.

¹ Cambridge dictionary

² University of Cambridge

³ University of Cambridge

⁴ Oxford Dictionary

4.0 CONTEXT ([Appendix A](#))

- 4.1 GWha operates within diverse communities, providing housing and services to approximately 1,500 tenants in mainstream, amenity, wheelchair and supported accommodation; and factoring services for nearly 600 residential and commercial owners who live alongside GWha tenants in mixed-tenure developments. Services are provided from our central and satellite offices by a team of approximately 60+ staff from different backgrounds and cultures.
- 4.2 Demonstrating equal access to GWha services is integral to the Equalities and Human Rights Strategy, particularly in the context of the national, Glasgow City and GWha population demographics and forecasts. For this 2021-26 Strategy much of the context has been provided by the Glasgow City Health & Social Care Partnership: Demographics Profile⁵ which indicates the ageing Scottish population and the varied social and economic impacts anticipated in response. Within Glasgow, the >65 population is expected to increase by 21.8% over the coming 10 years.
- 4.3 As at July 2021 GWha's older tenants (65+) account for 23.3% of the overall tenant population, a significant increase from 18% in 2014 and notably higher than both national (16.8%) and Glasgow (13.5%) comparisons.
- 4.4 Race demographics are highly variable, with Black or Minority Ethnic (BME) accounting for 4.0% of the Scottish population, though a considerably higher 11.5% of the Glasgow population. Within the GWha locality, applications from BME individuals make up 36% of housing demand, influencing the 26% BME GWha tenant population, with 39% of housing allocations to BME households in 2020/21.
- 4.5 Whilst housing demand is marginally higher amongst female applicants (53.9% of demand), sex demographics for GWha tenants (M: 47.2%; F: 51.8%⁶) remain fairly representative against national (M: 48.7%; F: 51.3%) and Glasgow (M: 49%; F: 51%) population comparisons.
- 4.6 25% of current GWha Tenants and 20% of Housing Applicants have declared a disability, with 19% of GWha properties having been medically adapted to optimise opportunities for tenants to live independently within the community.
- 4.7 GWha undertakes bi-annual equalities monitoring across GWha tenant, housing applicant, housing allocations, staff and management committee profiles to ensure reasonable representation across monitored characteristics.

5.0 STRATEGY

- 5.1 The diverse nature of our work, customers and employees, and a recognition of the close links between the provision of quality housing and other social and economic opportunities, mean that valuing diversity and promoting equality are fundamental to the association's vision of shaping thriving communities. Information from household profiling, housing needs analysis, service satisfaction monitoring and equality impact assessments all vastly improve our knowledge and are integral to shaping our services and priorities.
- 5.2 Since April 2010 all new policies and services have been subject to Equality Impact Assessments (EQIAs), with new initiatives and performance indicators introduced as necessary to ensure equality of opportunity in all services and activities and with positive action to redress inequalities and eliminate discrimination.
- 5.3 GWha's 2014 review of the Equalities Strategy received CEMVO⁷ endorsement, with subsequent achievement of the Chartered Institute of Housing's (CIH) Equality and Diversity Charter mark in 2015.
- 5.4 In recognition of GWha's existing commitment to equalities, and the significant strides undertaken to embed equalities to our culture and values creating a solid foundation for subsequent development, the 2021 Strategy exceeds requirement and good practice recommendations, with continued commitment to equalities through updated Equality Plans for each of the protected characteristics demonstrating a focus on continuous improvement and best practices, and integration of human rights considerations.

6.0 PRINCIPLES**6.1 Equalities Plans** ([Appendix B](#))

- 6.1.1 Equality Schemes, introduced from 2010 demonstrate GWha commitment to the nine protected characteristic under the Equalities Act 2010:

⁵ June 2021

⁶ 1% unspecified

⁷ CEMVO Scotland is a national intermediary organisation and strategic partner of the Scottish Government Equality Unit

- | | | | | | |
|---|------------------------------------|---|--|---|------------------------------------|
| 1 | Age | 4 | Gender re-assignment | 7 | Race |
| 2 | Belief or religion | 5 | Marriage and civil partnership | 8 | Sex |
| 3 | Disability | 6 | Pregnancy and maternity | 9 | Sexual orientation |

6.1.2 Each Equalities Plan defines the protected characteristic, sets the context within National, Glasgow City and GWhA populations/demographics, and outlines GWhA’s Equality Statement, Principles, Performance Indicators and Initiatives.

6.1.3 GWhA performance indicators and initiatives inform corporate plans, in addition to annual team plans, with progress against each monitored at end of each financial year.

6.2 Equality Monitoring Form ([Appendix C](#))

6.2.1 The Equality Monitoring Form (EMF) provides the basis for gathering information about GWhA customers, employees and Management Committee for monitoring purposes.

6.2.2 GWhA’s EMF was initially developed in 2010 to reflect legislative requirements and good practice recommendations. The revised form, to be launched in alignment with this Strategy, has since been updated to reflect 2021 guidance⁸.

6.2.3 All information is treated confidentially and processed in accordance with General Data Protection Regulations (GDPR). Personal details are utilised only for the purposes of tailoring communications to meet the needs of individuals. Further information about GWhA’s legal requirement and responsibility in processing, sharing and securing data can be found within the Data Protection Policy.

6.3 Equality Impact Assessments ([Appendix D](#))

6.3.1 Equality Impact Assessments (EQIAs) consider the effect of policies, actions or services on different groups, notably the nine protected characteristics.

6.3.2 EQIAs are standard for all GWhA policy and strategy reviews, and always utilised prior to the introduction of new services or activities.

6.3.3 Equalities data to reflect the national and Glasgow City profiles will be reviewed annually. GWhA data will be updated annually in alignment with each financial year.

6.4 Service Engagement

6.4.1 The Service Engagement Strategy provides the framework for expanding and enhancing current engagement measures from the traditional tenant base to the wider community of factored owners, housing list applicants and other services users.

6.4.2 The following measures, which are regularly reviewed (and will continue to be developed through Equality Schemes, Strategy Initiatives and PIs), reinforce GWhA’s commitment to equality, diversity and inclusion:

| Physical | Communication | Inclusion | Services |
|---|---|---|--|
| <ul style="list-style-type: none"> Barrier free meeting places Delivering medical adaptations | <ul style="list-style-type: none"> Plain English principles interpreting/translation services (including large font/braille) Hearing loops Colour contrasting to RNIB principles Social media/website Text messaging/Email facilities | <ul style="list-style-type: none"> Creche facilities/transport for key events Calendar noting key festivals Christmas colouring competition Good garden and good close competitions | <ul style="list-style-type: none"> Concierge service In-house specialist benefits advice Home visits/ Local surgeries/ Flexible appointments/ Duty Officer rotas Wellbeing contact with vulnerable tenants Bookworms scheme |

⁸ ‘Collecting equality information: National guidance for Scottish social landlords’ [August 2021] – SFHA; GWSF; ALACHO; SHR

6.4.3 GWHA is committed to maximising service engagement opportunities in relation to events, service provision, consultation and communications. Planning of all such activities will give due consideration to opportunities for customers to participate digitally/virtually in addition to in-person.

6.5 Training and Development

6.5.1 GWHA core values⁹ and commitment to equality are explicit within our Codes of Conduct and form part of recruitment, induction and annual performance review processes, with all staff and committee members expected to demonstrably uphold these values and where necessary, challenge discriminatory behaviour or conduct. HR policies and procedures support equality and diversity, with key staff in the organisation experienced in conducting EQIAs.

6.6 Human Resources

6.6.1 GWHA is committed to promoting a work-life balance for staff members and offers a wide range of family friendly provisions and flexible working practices.

6.6.2 GWHA is a full member of Employers in Voluntary Housing (EVH) who provide a central collective bargaining agreement which includes a clear structure for banding and salary scales alongside terms and conditions.

6.6.3 A gender pay gap report is voluntarily completed annually and presented to the Staffing Sub Committee to show the difference in the average pay between men and women in the workforce. In instances where an individual identifies as non-binary¹⁰, Government guidance advises information relating to this individual will be omitted from the gender pay gap calculations¹¹. GWHA will aim to incorporate this data where possible into our gender pay gap report however note that there may be constraints in terms of benchmarking.

6.7 Procurement

6.7.1 Aligning with the requirements of statutory procurement obligations and GWHA Policies and Strategies, as appropriate, contractors, agents and representatives operating on behalf of GWHA must demonstrate commitment to equalities through tender evaluation, appointment and service delivery processes.

6.8 Tenancy Management

6.8.1 A zero tolerance approach to harassment, victimisation and/or discrimination is adopted, with robust measures in place to address serious breaches of the tenancy.

6.9 Human Rights

6.9.1 We consider that GWHA delivers services and develops policies that are consistent with a human rights approach, specifically that everyone has the right to respect for private and family life. Such protections are embedded within GWHA's approach to service provision, and reflected within the terms of GWHA's tenancy agreement, policies and procedures, and our practices.

6.9.2 Compliance with Human Rights legislation and good practice is self-assessed as part of every policy review, and has informed this strategy.

6.9.3 We are aware the SHR¹², CIH¹³ Scotland the Scottish Human Rights Commission are due to produce guidance¹⁴ on some aspects of the human rights approach to housing. Such guidance will be welcomed by GWHA, with commitment to further review to ensure our services and policies appropriately reflect resultant requirements.

7.0 FEEDBACK AND COMPLAINTS

7.1 Feedback

⁹ Ethical, Inclusive, Efficient, Innovative & Open

¹⁰ LGBT Foundation definition: A term used to describe people who feel their gender cannot be defined within the margins of gender binary. Instead, they understand their gender in a way that goes beyond simply identifying as either a man or woman

¹¹ <https://www.gov.uk/guidance/who-needs-to-report-their-gender-pay-gap#headcount>

¹² Scottish Housing Regulator

¹³ Chartered Institute of Housing

¹⁴ No published timescale as at August 2021

- 7.1.1 GWhA tenants and other customers may provide feedback about this document by emailing admin@glasgowwestha.co.uk

7.2 Complaints

- 7.2.1 Tenants with a grievance arising from the Equalities and Human Rights Strategy will be considered in accordance with GWhA's Complaints Handling Procedure.
- 7.2.2 Once the Association's Complaints Handling Procedure is exhausted, there is a right of appeal to the Scottish Public Services Ombudsman (SPSO). As the SPSO is unlikely to comment on matters of a legal nature, a review will focus on the proper application of the Association's Strategy, rather than the legalities of equalities.
- 7.2.3 The Equality Act 2010 outlines jurisdiction for the Sheriff Court to hear claims about breaches of the Equality Act in relation to the provision of services. Tenants or other GWhA customers are advised to seek independent legal advice.

8.0 REVIEW

- 8.1 This Strategy will be reviewed every five years, or sooner, subject to a change in legislation or circumstance.
- 8.2 The Strategy, in parts, attempts to summarise current legislation. In any case of conflict between the two, legislation will always preside.

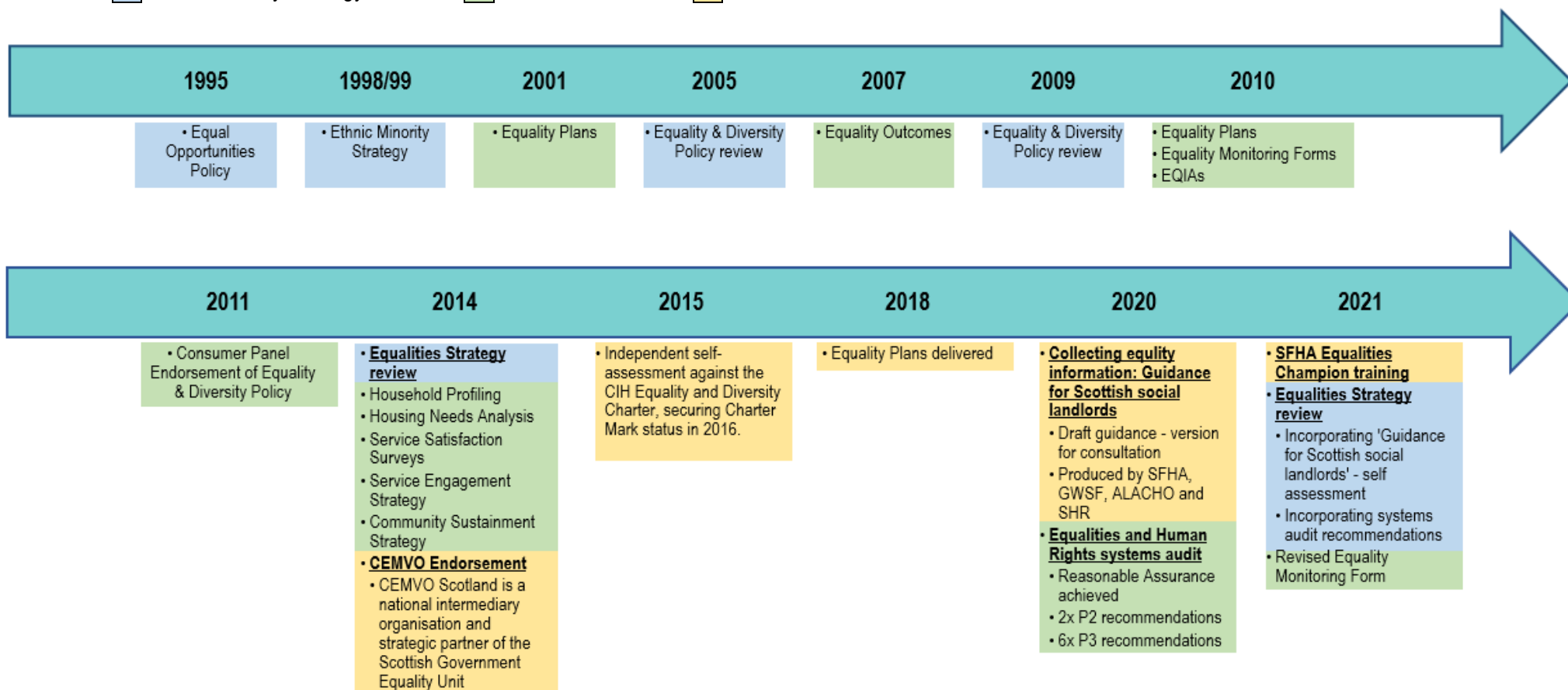
9.0 DELEGATED AUTHORITY

- 9.1 Delegated authority is granted by the Management Committee to the Chief Executive and Staff to ensure appropriate implementation of this Strategy, supporting initiatives and performance measures.

A commitment to equality is embedded in our culture and is underpinned by an inclusive core value. From the Equal Opportunities Policy first approved in 1995, a formal Ethnic Minority Strategy was adopted, recording objectives and plans for ensuring equal access to GWHA's housing and wider activities and for the promotion of the association within visible ethnic minority communities. In 2001, the commitment to equality was further documented through specific equality plans, with further reinforcement in the comprehensive policy review in 2005 and in the recording of outcomes from 2007.

In advance of the changing regulatory and legislative framework, the association embarked on a further policy review in 2009, with the objective of reiterating the commitment to inclusiveness through the introduction of equality plans and impact assessments from 01/04/10. Since then, all new policies and services have been subject to Equality Impact Assessments (EQIAs), with new initiatives and performance indicators introduced as necessary to ensure equality of opportunity in all services and activities and with positive action to redress inequalities and eliminate discrimination.

Timeline GWHA Policy/Strategy Action GWHA Action External Guidance or Action



| PROTECTED CHARACTERISTIC | | Age | | | | | | | | | | | | | | | |
|-----------------------------------|---|---|-----------------------------|------------------|------------------|--------------|---------|----------------|--|-----------|----------------|------------|---------|------------|---------|-----------|------|
| DEFINITION | | <p>A period of human life, measured by years from birth.</p> <p>A reference to an age group is a reference to a group of persons defined by reference to age, whether by reference to a particular age or to a range of ages¹⁵.</p> | | | | | | | | | | | | | | | |
| CONTEXT | National ¹⁶ | <table border="1"> <thead> <tr> <th>Age bands</th> <th>No of people</th> <th>% of population</th> </tr> </thead> <tbody> <tr> <td>Children ≤15</td> <td>916,331</td> <td>17.3%</td> </tr> <tr> <td>Adults 16 - 64</td> <td>3,488,738</td> <td>65.9%</td> </tr> <tr> <td>Adults ≥65</td> <td>890,334</td> <td>16.8%</td> </tr> <tr> <td>Total</td> <td>5,295,403</td> <td>100%</td> </tr> </tbody> </table> <ol style="list-style-type: none"> 20% of children aged 0-15 are living in relative low income families. Scotland's population is ageing¹⁷ and expected to continue ageing in the future; a result of the two baby booms of 1947 and the 1960s, relatively low fertility rates since the 1960s and increased life expectancy (compared to earlier decades). As of 2018 people aged >65 outnumber children <15 for the first time, making up 16.8% and 16.1% of the population respectively. Life expectancy for a Scottish male is 77.2 years, while healthy life expectancy (the number of years lived in self-assessed good health) is 61.7 years. Life expectancy for Scottish females is 81.1 years, while healthy life expectancy is 61.9 years. Whilst those aged 90+ accounted for less than 1% (0.7%) of the total population of Scotland in 2015, the number of centenarians (aged 100+) increased from 540 in 2005 to 900 in 2015 (↑67%). Population age composition changes will have varied social and economic impacts. For example, increases in the elderly population are likely to place a greater demand on health and social services. | Age bands | No of people | % of population | Children ≤15 | 916,331 | 17.3% | Adults 16 - 64 | 3,488,738 | 65.9% | Adults ≥65 | 890,334 | 16.8% | Total | 5,295,403 | 100% |
| | Age bands | No of people | % of population | | | | | | | | | | | | | | |
| | Children ≤15 | 916,331 | 17.3% | | | | | | | | | | | | | | |
| Adults 16 - 64 | 3,488,738 | 65.9% | | | | | | | | | | | | | | | |
| Adults ≥65 | 890,334 | 16.8% | | | | | | | | | | | | | | | |
| Total | 5,295,403 | 100% | | | | | | | | | | | | | | | |
| Glasgow City ¹⁸ | <table border="1"> <thead> <tr> <th>Age bands</th> <th>No of people</th> <th>% of population</th> </tr> </thead> <tbody> <tr> <td>Children ≤17</td> <td>111,598</td> <td>17.6%</td> </tr> <tr> <td>Adults 18 - 64</td> <td>436,358</td> <td>68.9%</td> </tr> <tr> <td>Adults ≥65</td> <td>85,164</td> <td>13.5%</td> </tr> <tr> <td>Total</td> <td>633,120</td> <td></td> </tr> </tbody> </table> <ol style="list-style-type: none"> 28% of Glasgow children aged 0-15 are living in relative low income families compared to 20% of children in all Scottish families The overall population of Glasgow is expected to grow by 2.4% between 2021 and 2031. By age group, the <17 years population is forecast to decrease by 4.0%; the 16-64 year population is expected to increase by only 0.2%; and the >65 population is expected to increase by 21.8% over this 10 year period. | Age bands | No of people | % of population | Children ≤17 | 111,598 | 17.6% | Adults 18 - 64 | 436,358 | 68.9% | Adults ≥65 | 85,164 | 13.5% | Total | 633,120 | | |
| Age bands | No of people | % of population | | | | | | | | | | | | | | | |
| Children ≤17 | 111,598 | 17.6% | | | | | | | | | | | | | | | |
| Adults 18 - 64 | 436,358 | 68.9% | | | | | | | | | | | | | | | |
| Adults ≥65 | 85,164 | 13.5% | | | | | | | | | | | | | | | |
| Total | 633,120 | | | | | | | | | | | | | | | | |
| GWhA | <table border="1"> <thead> <tr> <th>Age bands¹⁹</th> <th>No of tenants²⁰</th> <th>% of all tenants</th> </tr> </thead> <tbody> <tr> <td>No DOB on record</td> <td>6</td> <td>0.4%</td> </tr> <tr> <td>Children ≤15</td> <td colspan="2"><i>N/A – must be 16+ to enter into tenancy agreement</i></td> </tr> <tr> <td>Adults 16 - 64</td> <td>1180</td> <td>76.4%</td> </tr> <tr> <td>Adults ≥65</td> <td>358</td> <td>23.2%</td> </tr> </tbody> </table> | Age bands ¹⁹ | No of tenants ²⁰ | % of all tenants | No DOB on record | 6 | 0.4% | Children ≤15 | <i>N/A – must be 16+ to enter into tenancy agreement</i> | | Adults 16 - 64 | 1180 | 76.4% | Adults ≥65 | 358 | 23.2% | |
| Age bands ¹⁹ | No of tenants ²⁰ | % of all tenants | | | | | | | | | | | | | | | |
| No DOB on record | 6 | 0.4% | | | | | | | | | | | | | | | |
| Children ≤15 | <i>N/A – must be 16+ to enter into tenancy agreement</i> | | | | | | | | | | | | | | | | |
| Adults 16 - 64 | 1180 | 76.4% | | | | | | | | | | | | | | | |
| Adults ≥65 | 358 | 23.2% | | | | | | | | | | | | | | | |

¹⁵ Equality Act 2010, Part 2 Equality: key concepts, Chapter 1: Protected Characteristics, Section 5


¹⁶ **SOURCES:** Table: Scotland's Census 2011 - National Records of Scotland, Table QS103SC – Age by single year; Bullet point 1: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021]; Bullet point 3: National Records of Scotland: 'Mid-year Population Estimates Scotland, Mid-2018'; Bullet point 4: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021]; Bullet point 5: National Records of Scotland: 'Sub-national Population Estimates for ages 90 and over, 2005 to 2015

¹⁷ 10.6% increase in >65s from 2001 – 2011 (Scotland's census, March 2011)

¹⁸ Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021]


¹⁹ Correct as at 26/07/2021

²⁰ Includes Joint Tenants

| | | | | | |
|--|--|---|-------------|------------------|--|
| | | Total | 1544 | 100% | |
| | | 1) GWAH’s tenant demographic is ageing, with an increase from 18% aged 65+ in 2014 ²¹ , to 23.2% in 2021 – notably higher than both national and Glasgow comparisons. 2) GWAH tenants aged 90+ account for 0.8% of the overall tenant population, consistent with the national position. | | | |
|  <p>GWAH</p> | EQUALITY STATEMENT | GWAH commit to building positive relationships and understanding between people of all age groups to encourage a stronger, cohesive and more caring workplace and community. | | | |
| | PRINCIPLES | 1. Promote equality of opportunity between all age groups. 2. Encourage participation of all age groups in GW activities and services. 3. Encourage intergenerational mixing to help alleviate isolation of younger and older people. 4. Plan for adequate person-centred support services and good quality housing to reflect ageing household profiles. 5. Be responsive to the current and future housing needs of ageing population. 6. Ensure effective support for the younger population, particularly young care leavers. 7. HR Policies to reflect the valuable contributions from people with varying life experiences. 8. Participation in local forums that raise awareness and promote good practice. | | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | Frequency | |
| | | Average days to complete ²² medical adaptations | | 45 working days | |
| | | Bi-annual visits to <u>≥</u> 75s | | 100% | |
| | | Pre-tenancy case conferences to ensure effective support for vulnerable tenants | | 100% | |
| | | Hyndland benefits surgery to increase uptake amongst older population | | Monthly | |
| | | Children’s colouring competition in Festive Newsletter | | Annually | |
| | | Support eligible GWAH households to access ‘Cash for Kids’ scheme | | Annually | |
| | | Distribute festive gifts to elderly/vulnerable tenants | | Annually | |
| INITIATIVES | Initiative | | Lead | Timescale | |
| | Confirm missing DOB for 6x GWAH records | | TSM | Sep 21 | |
| | Relaunch Bookworms Scheme | | TSM | Sep 21 | |
| | Develop Dementia Awareness Plan | | SD | 2022/23 | |
| | Explore expanding bi-annual visits to <u>≥</u> 70s | | TSM | 2022/23 | |

²¹ GWAH Equalities Strategy (MC 30/09/2014)

²² Assessed from date approved

| | | | | | |
|--|-------------------------------|--|------------------------------|----------------------------------|-------------------------|
| PROTECTED CHARACTERISTIC | | Belief or Religion | | | |
| DEFINITION²³ | | <p>Belief means any religious or philosophical belief, including belief in non-religious matters, for example: humanism.</p> <p>Religion means any religion/religious belief. Denominations or sects within a religion can be considered to be a religion or belief, such as Protestants and Catholics within Christianity.</p> | | | |
| CONTEXT | | | National²⁴ | Glasgow City²⁵ | GWA²⁶ |
| | | No religion | 36.7% | 47.4% | 22.7% |
| | | Church of Scotland | 32.4% | 14.0% | } 28.5% |
| | | Roman Catholic | 15.9% | 20.9% | |
| | | Other Christian | 5.5% | 5.0% | |
| | | Buddhist | 0.2% | - | 0.5% |
| | | Hindu | 0.3% | - | 0.7% |
| | | Jewish | 0.1% | - | 0.1% |
| | | Muslim | 1.4% | 8.8% | 8.6% |
| | | Sikh | 0.2% | - | 0.7% |
| | | Other religion | 0.3% | 3.6% | 3.4% |
| | | Not stated/Unspecified | 7.0% | 0.3% | 25.3% |
| | | Prefer not to say | - | - | 7.8% |
| | | Atheist | - | - | 1.1% |
| | | Agnostic | - | - | 0.3% |
| | | Pagan | - | - | 0.2% |
| | | Humanist | - | - | 0.1% |
|  GWA | EQUALITY STATEMENT | GWA respects the right of individuals to subscribe to recognised religious or philosophical beliefs, and the affiliated practices of such. | | | |
| | PRINCIPLES | <ol style="list-style-type: none"> 1. GW services and activities are culturally sensitive to enable people to meet religious beliefs/practices²⁷. 2. GW aim to ensure that community events/activities avoid days of religious significance. 3. Housing design to take account of religion and beliefs. 4. Sensitivity in housing allocations to reflect religion and beliefs. 5. Flexibility in HR policies to facilitate needs of different religions and beliefs in workplace²⁸. | | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | | Frequency |
| | | GWA Events/Activities: avoid primary religious festivals/events | | | 100% |
| | INITIATIVES | New build housing to consider cultural needs | | | 100% |
| Initiative | | Lead | Timescale | | |
| Re-instate promotion of awareness of primary religious festivals/events via GWA Tenant calendar, and through social media activity ²⁹ | | HRGM | 2022/23 | | |

²³ Equality Act 2010, Part 2 Equality: key concepts, Chapter 1: Protected Characteristics, Section 10

²⁴ 2011 Census results


²⁵ Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 9. General Population Estimates by Religion and Area (adults 16+)

²⁶ Correct as at 26/07/2021. Date includes joint tenants.

²⁷ Reasonable adjustments for staff wishing to take leave for religious observances and festivals, and/or to attend funerals for people who hold important positions in the community (but not necessarily related)

²⁸ Providing prayer space for staff, being sensitive to dress and/or dietary requirements, sensitivity around Sunday working

²⁹ To include sharing posts from relevant organisations concerning key religious festivals/events

| | | | | | | |
|---|----------------------------------|---|-----------------|--|--------------|-----------------------------|
| PROTECTED CHARACTERISTIC | | Disability | | | | |
| DEFINITION³⁰ | | A person is disabled if they have a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day to day activities. | | | | |
| CONTEXT | National³¹ | | National | Glasgow City | | |
| | | Physical disability | 6.7% | 7.8% | | |
| | | Deafness or partial hearing loss | 6.6% | 6.1% | | |
| | | Mental Health condition | 4.4% | 6.5% | | |
| Blindness or partial sight loss | | 2.4% | 2.5% | | | |
| Learning difficulty | | 2.0% | 2.1% | | | |
| Developmental disorder | | 0.6% | 0.6% | | | |
| Learning disability | | 0.5% | 0.6% | | | |
| | Other condition | 18.7% | 18.9% | | | |
| | | 1) 29.9% of population noted to have one or more long term health condition. 2) Disabled people often experience higher levels of inequality compared to their non-disabled peers. 3) Approximately 50% of disabled people of working age in in work, compared to 80% of non-disabled people of working age. People with a mental health condition have the lowest employment rate (21%) of all impairment categories. | | | | |
| | Glasgow City³² | 1) 31.0% of population noted to have one or more long term health condition. 2) % of population suffering from mental health conditions significantly higher in Glasgow, than in comparison with Scotland as a whole. | | | | |
| | GWhA³³ | | Tenants | Housing Applicants³⁴ | Staff | Management Committee |
| | | Disabled | 25% | 20% | 5% | 22% |
| | | 1) 19% of properties adapted to optimise opportunities for tenants to live independently in community. | | | | |
|  | EQUALITY STATEMENT | GWhA supports the principles of the 'social model of disability' ³⁵ and will seek to remove the physical and social barriers that disable people with impairments. | | | | |
| | PRINCIPLES | 1. Promote positive attitudes towards disabled people. 2. Increase choices available to disabled people 3. Encourage participation by disabled people in services and activities. 4. HR policies ensure support and reasonable adjustments for disabled people in the workplace and for potential employees during recruitment process. 5. Make reasonable adjustments to ensure disabled people are not placed at a disadvantage when accessing (or receiving) GWhA services, including building accessibility. 6. GWhA to consider requests for medical adaptations within tenant's homes (GWE for common areas within mixed tenure blocks) favourably, intended to optimise opportunities to live independently in community and/or improve | | | | |

³⁰ Equality Act 2010, Part 2 Equality: key concepts, Chapter 1: Protected Characteristics, Section 6

³¹ **SOURCES:** Bullet point 1: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 17a. Health Indicators – All People with Specific Long Term Health Conditions by HSCP Locality; Bullet points 2-3: One Scotland/Scottish Government

³² **SOURCES:** Bullet point 1: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 17a. Health Indicators – All People with Specific Long Term Health Conditions by HSCP Locality;

³³ Tenant and applicant data correct as of 26/07/2021. Tenant data includes joint tenants. Staff data correct as of 31/03/2021.

³⁴ Includes main and joint applicants

³⁵ A framework of principles that promote the rights and interests of disabled people. This model recognises that individual disabled people are “disabled” and disadvantaged by a wide range of factors resulting in their social exclusion.

| | | | | |
|---|-------------------------------|--|------------------|------------------|
| | | long-term quality of life favourably, in line with Stage III Medical Adaptations Policy. | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | Frequency |
| | | Accessible venues for GWHA events and activities | | 100% |
| | | Hearing loops and visual aids available for use on request | | 100% |
| | | Publications to be 'colour contrasted' to ensure suitability for visually impaired service users | | 100% |
| | | Use of British Sign Language Interpreters available on request | | 100% |
| | | GWHA letters, documents and publications available in large print or braille on request | | 100% |
| | | Car Parking Policies to prioritise applications from disabled households | | 100% |
| | | Optimise Stage III Medical Adaptations Funding | | 100% |
| | | New Build development projects to meet 'Housing for Varying Needs' standards | | 100% |
| | INITIATIVES | Initiative | | Lead |
| Develop and implement Dementia Awareness Plan | | SD | | |
| | | | Timescale | |
| | | | 2022/23 | |

| | | |
|---------------------------------|----------------------------------|---|
| PROTECTED CHARACTERISTIC | | Gender re-assignment (trans/transgender) |
| DEFINITION³⁶ | | Under the Equality Act 2010 a person has the protected characteristic of gender reassignment if “the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person’s sex by changing physiological or other attributes of sex“. The Equality Act Statutory Codes of Practice make clear that you don’t need to have spoken to a doctor and you don’t need to take hormones or have any surgery. You don’t need to have a gender recognition certificate (GRC). It’s enough to have proposed, for example, that you intend to change your name or title (Ms/Mx/Mr) or the pronouns you use (She/They/He). The Service Provision Statutory Code of Practice states that gender-variant children are included in the gender reassignment protected characteristic. |
| CONTEXT | National³⁷ | <ol style="list-style-type: none"> 1) Whilst there does not appear to be a definitive figure for the number of transgender people in Scotland, a 2018 NHS report cited an estimate of 0.5% of the population, or some 24,000 adults. 2) More trans adults are accessing services from cities than rural areas. It is accepted that this is likely related to trans adults relocating to areas where they know there are services and communities to support them. 3) Scotland’s four specialist gender identity clinics are located in Glasgow, Edinburgh, Aberdeen and Inverness. 4) Inequalities in accessing gender services have been reported as follows: <ul style="list-style-type: none"> - Geographical: with a minority of Scottish health boards providing local gender identity services, and third sector services largely based in urban areas. - Non-binary³⁸ individuals are more likely to have negative experiences at clinics. - The presence of co-existing mental or physical health problems (high disability rate (37%) also reported in 2008 research summary paper). - Lack of financial means to travel or access private treatments. 5) In 2007, a survey of transgender people in Scotland reported the following findings: <ul style="list-style-type: none"> - 25% of respondents reported previous experiences of homelessness, having previously had to move out of their home due to transphobic reactions of families, flat-mates or neighbours. - High levels of education amongst transgender people in Scotland (55% have at least an HND or Degree) but low levels of gross annual income (30% under £20,000), and a high unemployment rate (37%). 6) 80% of transgender people have experienced some form of abusive behaviour from a partner or ex-partner³⁹. |
| | Glasgow City⁴⁰ | <ol style="list-style-type: none"> 1) According to a 2011 NHS paper robust estimates for the number of transgender people living in Glasgow does not exist, though the paper does suggest there could be between 590 and 2940 living in the city. It’s worthwhile noting however the 10 years elapsed since publication date, and reference within the paper to expected increase in estimates as “there is strong evidence that LGBT people in Scotland migrate to Glasgow (and other cities) |


³⁶ Scottish Trans Alliance/Equality Act 2010

³⁷ **SOURCES:** Bullet points 1-7: Scottish Public Health Network (ScotPHN): Health Care Needs Assessment of Gender Identify Services [May 2018], pages 13-14; and Bullet point 8 - Scottish Transgender Alliance: Transgender Experiences in Scotland [March 2008], pages 10-11


³⁸ A trans non-binary person is someone who doesn't identify with the sex that was assigned at birth (trans) and also has a gender identity that can't be categorized as exclusively male or female

³⁹ Voices Unheard - LGBT Domestic Abuse and Gender based violence [2014]

⁴⁰ NHS - The Needs and Experiences of Gay, Bisexual and Transgender People in Glasgow [April 2011], pages 50, 63

| | | | | |
|--|--|--|--------------------|------------------|
| | | <p>to access social opportunities and services, and to gain the anonymity of living in a big city”.</p> <p>2) The paper also highlighted the links between housing and safety, with some participants noting they’d left home and experienced homelessness due to abuse or negative attitudes from family members, while others had experienced harassment and abuse targeted at their homes. Some participants reported finding it challenging to attract enough priority to access social rented housing “in a safe part of Glasgow”, with paper noting that some chose to live in poorer quality accommodation in more expensive areas, which were perceived as more safe. It should be noted that this paper reflects the experiences of LGBT people in Glasgow, and not exclusively that of transgender people.</p> | | |
| | GWAH | No data collected on this characteristic to date | | |
|  | EQUALITY STATEMENT | GWAH value and respect all individuals and will ensure positive attitudes are promoted to encourage participation and social integration in all GWAH services and activities. | | |
| | PRINCIPLES | <ol style="list-style-type: none"> 1. Staff awareness and understanding of gender identity and the needs of transgender people. 2. Requests for name changes on tenancy documents to be considered sensitively and favourably. 3. Reports of transphobic harassment or “hate crime” to be dealt with sensitively, immediately and robustly in line with Anti-Social Behaviour, Domestic Abuse and Housing Allocations Policies. 4. Strict confidentiality around a person’s transgender status. | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | Frequency |
| | | N/A | | |
| | INITIATIVES | Initiative | Lead | Timescale |
| | Commence collection of transgender data amongst GWAH customers, in line with launch of revised Equality Monitoring Form. | SD | Oct 21 | |
| | Staff refresher training on trans equality, rights and inclusion good practice | HRGM | 2022/23 | |
| | New/reviewed GWAH policies and documents to ensure use of inclusive language ⁴¹ | MT | From Oct 21 onward | |


⁴¹ Examples: reference to “they”, rather than “he/she”; AND use of words that define the relationship instead of the relationship and gender (for example, using parents, partner, children and siblings)

| | | | | |
|--|-------------------------------|--|-------------|------------------|
| PROTECTED CHARACTERISTIC | | Marriage and civil partnership | | |
| DEFINITION⁴² | | <p>Marriage and civil partnership means someone who is legally married or in a civil partnership. Marriage can either be between a man and a woman, or between partners of the same sex. Civil partnership is between partners of the same sex. People do not have this characteristic if they are:</p> <ul style="list-style-type: none"> • single • living with someone as a couple neither married nor civil partners • engaged to be married but not married • divorced or a person whose civil partnership has been dissolved | | |
| CONTEXT | National | As at 2011 45.2% of people aged 16 and over were married, and 0.2% were in registered same-sex civil partnerships ⁴³ . | | |
| | Glasgow City | No reliable data source | | |
| | GWhA⁴⁴ | <p>1) 16.4% of GWhA Tenants have noted 'married' as their marital status. Figures should be observed with caution as a combined 17.9% of tenants have either provided no response to this question (11.2%), or indicated 'prefer not to say' (6.7%).</p> <p>2) 15.0% of GWhA Housing Applicants have noted 'married' as their marital status. As above, figures should be observed with caution as a combined 28.4% have either provided no response to this question (26.3%), or indicated 'prefer not to say' (2.1%).</p> | | |
|  GWhA | EQUALITY STATEMENT | GWhA commits to the provision of inclusive services for married couples and couples in civil partnerships. | | |
| | PRINCIPLES | <ol style="list-style-type: none"> 1. Assessment of housing needs on basis of household composition, irrespective of whether married or in a civil partnership. . 2. Support income maximisation for GWhA tenants through provision of welfare rights service, taking account of variances and award entitlements as affected by marital status. | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | Frequency |
| | | N/A | | |
| | INITIATIVES | Initiative | Lead | Timescale |
| | N/A | | | |

⁴² Equality and Human Rights Commission


⁴³ Scotland's Census – Population [2011]

⁴⁴ Correct as at 26/07/2021

| | | |
|---|------------------------------|--|
| PROTECTED CHARACTERISTIC | | Pregnancy and maternity |
| DEFINITION | | The Equality Act 2010 introduced these as protected characteristics. Maternity is the period after the birth. In a work context, it is linked to maternity leave. Outside of a work context, the law provides protection against maternity discrimination for 26 weeks after giving birth. It provides protection in situations where a woman is treated unfavourably because she is breastfeeding. |
| CONTEXT | National⁴⁵ | <ol style="list-style-type: none"> 1) It is expected that the child population (0-17 years) of Scotland is likely to decrease by 6.4%% between 2021 and 2031. 2) The fertility rate in 2019 was 48 births per 1,000 women of child-bearing age. This has fallen from 86 births per 1,000 women in 1971. 3) Women are having children later in life - the mean average age of months increased from 27 years in 1991 to 31 years in 2018. 4) Breastfeeding rates in Scotland have improved in recent years. In 2018/19, 32% of babies in Scotland were exclusively breastfed at 6-8 weeks; this figure has increased since 2012/13. A further 11% were fed a mixture of breast milk and formula milk. However, the figures remain relatively low and drop off rates high when compared to other countries and recommended targets, with breastfeeding rates lower among women in areas of higher deprivation, exacerbating health inequalities. 5) Around three quarters of pregnant women and new mothers in Scotland (the equivalent of over 30, 000 women) experience negative or potentially discriminatory treatment at work each year, including dismissal, a risk or impact to their health or welfare, financial loss or being harassed by their line manager or colleagues. |
| | Glasgow City | <ol style="list-style-type: none"> 1) It is expected that the child population (0-17 years) of Glasgow is likely to decrease by 4.0% between 2021 and 2031. 2) Glasgow City as a whole has a higher healthy birth rate percentage (86.1%) than Scotland (84.1%). 3) Overall Glasgow has lower rates of maternal disorders than Scotland. However, Glasgow rates are far higher for the following disease and age groups: 4) Neonatal disorders, age 45-64 5) Maternal disorders, age <15 6) The Glasgow rate of teenage pregnancies of 34.7 per 1,000 population is higher than the Scotland rate of 30.5 per 1,000. Teenage pregnancy rates within Glasgow are variable with the North West rate (28.3) being lower than both the Glasgow and Scotland rates, and far lower than the North East (36.4) and North West (39.7) locality rates per 1,000 population. |
| | GWhA | No quantifiable data with respect to GWhA customers. |
|  | EQUALITY STATEMENT | GWhA commit to an inclusive and supportive approach to the pregnancy and maternity needs of all service users. |
| | PRINCIPLES | <ol style="list-style-type: none"> 1. Assessment of housing needs to take pregnancy into account, in accordance with the Housing Allocations Policy. 2. Crèche facilities offered at GWhA events to facilitate attendance by tenants with caring responsibilities. 3. GWhA staff maternity, paternity and shared parental leave entitlements outlined within Terms and Conditions. |

⁴⁵ **SOURCES:** [Bullet point 1:](#) Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 10. Population Projection Estimated 2021 to 2031 by Age-band and Area; [Bullets point 2-3:](#) The Scottish Public Health Observatory [September 2020]; [Bullet point 4:](#) Scottish Government - Becoming Breastfeeding Friendly Scotland Report [June 2019]; and [Bullet point 5:](#) Equality and Human Rights Commission - Three out of four Scottish working mothers say they've experienced pregnancy and maternity discrimination [March 2016]

| | | | | |
|--|-------------------------------|--|-------------|------------------|
| | | 4. 'Flexible working and Family Friendly Provisions' policy in operation for GWHA employees, with supporting flexible working procedures. 5. Expectant Mother's Risk Assessment completed for GWHA employees. | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | Frequency |
| | | Crèche facilities offered at all GWHA events | | 100% |
| | INITIATIVES | Initiative | Lead | Timescale |
| | | Explore signing up to 'Breastfeeding Friendly Scotland' (BFS) national scheme | SD | 2022/23 |

| PROTECTED CHARACTERISTIC | | Race | | | | | | | | | | | | | | | | | | |
|--|----------------------------------|--|--|-------|-----|---------|-----|-----|--------------------|-----|-----|--------------------------------|-----|-----|-------|-----|----|----------------------|-----|-----|
| DEFINITION⁴⁶ | | Race includes colour, nationality and ethnic or national origins. | | | | | | | | | | | | | | | | | | |
| CONTEXT | National | Population: 96.0% White and 4.0% Black or Minority Ethnic (BME) ⁴⁷ | | | | | | | | | | | | | | | | | | |
| | Glasgow City⁴⁸ | <ol style="list-style-type: none"> 1) Population: 88.5% White and 11.5% Black or Minority Ethnic (BME) 2) African (22%) and Polish (19%) adults are more likely than adults from the other ethnic groups to feel isolated from friends and family (Pakistani 9%; Chinese 9%; Indian 8%). 3) 72% BME, as compared with 76% of all Glasgow adults feel they belong to the local area. 4) While all Glasgow adult females (79%) were more likely than males (74%) to feel they belonged to the local area, the reverse was true for BME adults with females from all groups and overall less likely than males to feel they belonged. 5) Overall 3.4% BME adults have been discriminated against in the last year (wide variability – 1% of Chinese or Indian adults, compared to 6.6% Pakistani adults), which is lower than the rate for all Glasgow adults of 4.5%. 6) 7% of BME adults live in households where all income is derived from benefits compared to almost three times this for all Glasgow adults (20%) with variability by ethnic group for this indicator ranging from a very low 3% for Polish, Indian and Chinese adults; to 11% for Pakistani and 21% for African adults. 7) The overall rate for those BME adults who have experienced difficulty meeting essential living costs of 29% is lower than the all Glasgow adults rate of 33%, with percentages for individual ethnic groups ranging from 19% of Indian to 49% of African adults who have had such difficulties. | | | | | | | | | | | | | | | | | | |
| | GWhA⁴⁹ | <table border="1"> <thead> <tr> <th></th> <th>White</th> <th>BME</th> </tr> </thead> <tbody> <tr> <td>Tenants</td> <td>74%</td> <td>26%</td> </tr> <tr> <td>Housing Applicants</td> <td>63%</td> <td>36%</td> </tr> <tr> <td>Housing Allocations in 2020/21</td> <td>61%</td> <td>39%</td> </tr> <tr> <td>Staff</td> <td>93%</td> <td>7%</td> </tr> <tr> <td>Management Committee</td> <td>67%</td> <td>33%</td> </tr> </tbody> </table> | | White | BME | Tenants | 74% | 26% | Housing Applicants | 63% | 36% | Housing Allocations in 2020/21 | 61% | 39% | Staff | 93% | 7% | Management Committee | 67% | 33% |
| | White | BME | | | | | | | | | | | | | | | | | | |
| Tenants | 74% | 26% | | | | | | | | | | | | | | | | | | |
| Housing Applicants | 63% | 36% | | | | | | | | | | | | | | | | | | |
| Housing Allocations in 2020/21 | 61% | 39% | | | | | | | | | | | | | | | | | | |
| Staff | 93% | 7% | | | | | | | | | | | | | | | | | | |
| Management Committee | 67% | 33% | | | | | | | | | | | | | | | | | | |
|  GWhA | EQUALITY STATEMENT | GWhA values the economic, cultural and social contribution of minority ethnic groups in the community. Positive attitudes are promoted and discriminatory behaviour, attitudes and practices are challenged. | | | | | | | | | | | | | | | | | | |
| | PRINCIPLES | <ol style="list-style-type: none"> 1. HR policies sensitive to culture (examples: requirements for fasting and specific dress codes at particular times). 2. Inclusive approach to service provision, through use of interpreters and translation services, where identified as required/beneficial. 3. Partnership working to ensure GWhA services, specifically access to housing, recruitment and benefits advice, effectively promoted to the wider minority ethnic community. 4. Responsive to the needs of more diverse communities, particularly hidden or emerging migrant communities. 5. Larger accommodation units supported in new build/rehab development projects. 6. Representation of all households encouraged at GWhA activities, services and events. | | | | | | | | | | | | | | | | | | |


⁴⁶ Equality Act 2010, Part 2 Equality: key concepts, Chapter 1: Protected Characteristics, Section 9

⁴⁷ Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Summary

⁴⁸ Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Black & Minority Ethnic (BME) Survey

⁴⁹ Figures correct as of 31/03/2021. Figures exclude records where no information has been provided.

| | | | | |
|--|--|--|-------------|------------------|
| | | 7. Positive action where required to redress under-representation of minority ethnic groups. | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | Frequency |
| | | Compliance test in all recruitment processes | | 100% |
| | | Cultural awareness training for staff/MC members within 12 months of appointment | | 100% |
| | Race equalities monitoring across GWAH tenants, housing allocations (new tenants), housing applicants, staff and MC members. | | Bi-annually | |
| | INITIATIVES | Initiative | | Lead |
| Cross-analysis of service satisfaction and complaints with equalities data to identify any trends and/or learning. | | SD | Mar 22 | |

| | | | | | | | |
|---|-----------------------------------|---|-------|-------------|---------------|-------------------|--------------------|
| PROTECTED CHARACTERISTIC | | Sex ⁵⁰ | | | | | |
| DEFINITION | | Sex is distinguished from gender in that sex is biologically defined whereas gender is socially constructed. | | | | | |
| CONTEXT | National ⁵¹ | 1) Population is 48.7% male and 51.3% female 2) Employment rate: male = 76.1%; female = 71.0%. 3) 7.7% of males and 4.5% of females claiming out of work benefits. 4) 4.3% single parent households | | | | | |
| | Glasgow City ⁵² | 1) Population is 49.0% male and 51.0% female 2) Lower employment rates amongst both sexes, as compared to the national position. Employment rate: male = 74.8%; female = 64.7%. 3) 10.6% of males and 5.9% of females claiming out of work benefits 4) 5.3% single parent households | | | | | |
| | GWAH ⁵³ | | | Male | Female | Non-binary | Unspecified |
| | | Tenants | | 47.2% | 51.8% | - | 1.0% |
| Housing Applicants | | | 44.4% | 53.9% | 0.1% | 1.6% | |
| Staff | | | 60.0% | 40.0% | | | |
| | Management Committee | | 33% | 42% | | 25% | |
|  | EQUALITY STATEMENT | GWAH promotes equal access to services and employment, and endeavours to ensure the elimination of unlawful discrimination and harassment on the grounds of sex. | | | | | |
| | PRINCIPLES | 1. HR policies focus on maintaining and developing suitably skilled workforce to march GWAH objectives, ensuring equality of opportunity for all employees. 2. Flexible working patterns, training and development opportunities encouraged to enable employees to optimise their potential in line with GWAH's strategic objectives and direction. 3. Crèche facilities offered at GWAH events to facilitate attendance by tenants with caring responsibilities. 4. Housing Allocations Policy sensitive to custody/access arrangements for separating couples, and to the different needs of young male and female children. 5. Support income maximisation for GWAH tenants through provision of welfare rights service, taking account of variances and award entitlements as affected by household/family composition. | | | | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | | | Frequency | |
| | | Crèche facilities offered at all GWAH events | | | | 100% | |
| | INITIATIVES | Initiative | | | Lead | Timescale | |

⁵⁰ Intentional transition from use of word 'gender' to sex'. Guidance [2020, version for consultation] outlines that sex is distinguished from gender in that sex is biologically defined whereas gender is socially constructed.


⁵¹ **SOURCES:** Bullet point 1: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 4b. General Population Estimates by Age-band, Gender and Area; Bullet points 2-3: Table 33b. Education, Training & Employment Indicators; Bullet point 4: Scottish Government: Social Tenants in Scotland [2017], Chart 3.4: Composition of households, 2017 by tenure; Bullet point 5: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 11. Household Estimates by Type/Characteristic and Area

⁵² **SOURCES:** Bullet point 1: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 4b. General Population Estimates by Age-band, Gender and Area; Bullet points 2-3: Table 33b. Education, Training & Employment Indicators; Bullet point 4: Glasgow City Health & Social Care Partnership: Demographics Profile [June 2021], Table 11. Household Estimates by Type/Characteristic and Area

⁵³ Tenant and applicant data correct as of 26/07/2021. Tenant data includes joint tenants. Staff data correct as of 31/03/2021. MC data correct as of 12/08/2021.

| | | | | |
|--|--|--|----|--------------------|
| | | New/reviewed GWHA policies and documents to ensure use of inclusive language ⁵⁴ | MT | From Oct 21 onward |
| | | Explore partnership working with 'HOS Helps', to maximise support for vulnerable households, including single parents. | SD | 2022/23 |

⁵⁴ Examples: reference to “they”, rather than “he/she”; AND use of words that define the relationship instead of the relationship and gender (for example, using parents, partner, children and siblings)

| | | | | |
|---|-------------------------------|---|-------|------------------|
| PROTECTED CHARACTERISTIC | | Sexual orientation | | |
| DEFINITION | | Sexual orientation refers to someone’s sexual attraction that can be towards their own sex, the opposite sex or to both sexes. | | |
| CONTEXT | National | 1) 2% of adults identified as lesbian, gay, bi-sexual or other (LGBO) ⁵⁵ . 2) LGBO adults, compared to heterosexual adults, are more likely to: <ul style="list-style-type: none"> - Be younger; - Be single - Live in large urban areas - Live in deprived areas; - Be unemployed 3) 1 in 4 lesbian, gay and bisexual people will experience domestic abuse in their lives ⁵⁶ . | | |
| | Glasgow City | No reliable data source | | |
| | GWhA | Heterosexual | 32.7% | |
| | | Lesbian, gay or bisexual | 1.5% | |
| | | Prefer not to say | 20.1% | |
| | | No data | 45.7% | |
|  | EQUALITY STATEMENT | GWhA recognises and respects the rights of individuals to privacy and equality, irrespective of sexual orientation, and will challenge unacceptable conduct or harassment of an individual on the grounds of sexual orientation. | | |
| | PRINCIPLES | 1. Staff awareness and understanding of issues encountered by LGBTQI+ people. 2. GWhA services and activities to encourage participation and inclusion. 3. GWhA policies to offer the same rights to LGBT couples as those available to heterosexual couples (particularly joint tenancy, succession and housing allocations). 4. Reports of transphobic harassment or “hate crime” to be dealt with sensitively, immediately and robustly in line with Anti-Social Behaviour, Domestic Abuse and Housing Allocations Policies. 5. Strict confidentiality about a person’s sexual orientation to be upheld. | | |
| | PERFORMANCE INDICATORS | Performance Indicator | | Frequency |
| | | Category A referrals to CRU within one working day for any reports of homophobic harassment or ‘hate crimes’. | | 100% |
| | INITIATIVES | Initiative | | Lead |
| N/A | | | | |

⁵⁵ Scottish Government - Sexual Orientation in Scotland [2017]

⁵⁶ Voices Unheard - LGBT Domestic Abuse and Gender based violence [2014]

INFORMATION FOR THOSE COMPLETING THE FORM

Why are we asking for equality information?

We collect equality information to help us to plan and deliver effective services and to meet our legal and regulatory obligations.

What do we do with equality information?

We use equality information for a range of purposes, including to help us to:

- protect and promote your rights and interests;
- identify and address our customers' needs, and improve our services; and
- promote equality objectives across our services;
- identify and eliminate any form of discrimination.

Do you need to answer every question?

By answering as many questions as possible you will help us meet your needs better, but we provide options throughout this form to allow you to provide only the information you want to give us. You may complete some questions and not others or you may complete parts of questions. The form has space for you to tell us more about your needs if you want.

We may ask for some information in other forms where this is required by law. For example, where we need to know your age if you are applying for a home as only those over 16 years old can be registered on our housing list.

How do we process your equality information?

We process equality information strictly in line with data protection law, including by:

- processing your equality data confidentially;
- retaining equality information only as long as necessary;
- restricting access only to relevant staff members;
- sharing data only as lawfully permitted; and
- destroying data securely.

Who do we gather equality information about?

We gather equality information from:

- people who apply for a home;
- tenants;
- people who apply for a job with us;
- our employees; and
- board and committee members.

Other formats: We can provide this document in alternative formats, including large print or another language.

| | |
|------|--|
| Name | |
|------|--|

Age

Note: We may request a specific date of birth in certain forms when this is required in law. For example, we need to know the age of housing applicants as a person can only be registered on our housing list/register if the person is 16 years of age.

| | |
|--|--|
| What is your date of birth? (DD/MM/YYYY) | |
|--|--|

| | |
|-------------------|--|
| Prefer not to say | |
|-------------------|--|

Belief or religion

Please tick the box which best describes your belief or religion from the list below?

| | | | | | |
|--|---|------------|--|-------|--|
| Buddhism | | | | | |
| Christianity: | | | | | |
| Catholic | <table border="1"> <tr> <td style="background-color: #e0f2f1;">Protestant</td> <td style="background-color: #f5f5f5;"></td> <td style="background-color: #e0f2f1;">Other</td> <td style="background-color: #f5f5f5;"></td> </tr> </table> | Protestant | | Other | |
| Protestant | | Other | | | |
| Hinduism | | | | | |
| Islam | | | | | |
| Judaism | | | | | |
| Sikhism | | | | | |
| Other religion (please state what this is) | | | | | |
| No specific belief in religion (for example, atheism or agnosticism) | | | | | |
| Other belief (for example, humanism) | | | | | |
| Prefer not to say | | | | | |

| Disability | | | |
|---|-----|----|--|
| Are you a disabled person? | Yes | No | |
| If yes, please tick the box which category you would use from the following list: | | | |
| Autoimmune: (for example, multiple sclerosis; HIV; Crohns/ulcerative colitis) | | | |
| Learning difficulties: (for example, Down's Syndrome) | | | |
| Mental health issue: (for example, depression, bi-polar) | | | |
| Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia) | | | |
| Physical impairment: (for example, wheelchair-user, cerebral palsy) | | | |
| Sensory impairment – hearing impairment | | | |
| Sensory impairment – visual impairment | | | |
| Other: If none of the categories above apply to you, please specify the nature of your impairment below | | | |
| Prefer not to say | | | |

| Gender re-assignment (trans/transgender) | | | |
|--|-----|----|--|
| Do you consider yourself to be a trans person? | Yes | No | |
| Prefer not to say | | | |

| Marriage and civil partnership | | | |
|---|-----|----|--|
| Are you presently in a civil partnership? | Yes | No | |
| Are you presently married? | Yes | No | |
| Prefer not to say | | | |

| Pregnancy and maternity | | | |
|---|-----|----|--|
| Are you pregnant? | Yes | No | |
| Have you taken maternity or paternity leave in the past year? | Yes | No | |

| Prefer not to say | | | |
|---|-----|---------------|--|
| Race/Ethnicity | | | |
| Please tick the box that best describes your particular ethnic group: | | | |
| African | | | |
| African, African Scottish or African British | | | |
| Other African background (please specify) | | | |
| Asian, Scottish Asian or British | | | |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British | | | |
| Indian, Indian Scottish or Indian British | | | |
| Pakistani, Pakistani Scottish or Pakistani British | | | |
| Chinese, Chinese Scottish or Chinese British | | | |
| Other Asian background (please specify) | | | |
| Black or Caribbean | | | |
| Caribbean, Caribbean Scottish or Caribbean British | | | |
| Black, Black Scottish or Black British | | | |
| Other Caribbean or Black background (please specify) | | | |
| Mixed Groups | | | |
| Mixed or multiple ethnic group (please specify) | | | |
| White | | | |
| English | | Roma | |
| Gypsy Traveller | | Scottish | |
| Irish | | Welsh | |
| Polish | | Other British | |
| Other group (please specify your ethnic group) | | | |
| Prefer not to say | | | |
| Please tell us about any communication needs: | | | |
| Do you require an interpreter? | Yes | No | |

| | | |
|---------------------------------------|----------|-------|
| If yes, please specify which language | | |
| Sex | | |
| What is your sex? | Female | Male |
| | Intersex | Other |
| If other, please specify | | |
| Prefer not to say | | |

| | |
|----------------------------------|--|
| Sexual orientation | |
| What is your sexual orientation? | |
| Bisexual | |
| Gay man | |
| Heterosexual/Straight | |
| Lesbian/gay woman | |
| Other | |
| Prefer not to say | |

| | |
|---|--|
| General | |
| Please mark this box if there are any issues that you want to discuss with us in confidence | |
| <input type="checkbox"/> | |
| Please use the space below to advise us if you have any particular requirements | |

Consent

I consent to Glasgow West Housing Association Ltd collecting and processing the above data to help provide an appropriate service. This service involves using equality data to ensure that services address any form of discrimination, promote equality objectives and address my needs.

Note: If data processing is based on your consent, then you can withdraw consent at any time by telling us.

| | |
|-----------|--|
| Signature | |
| Date | |

| PC ⁵⁷ EQUALITY IMPACT ASSESMENT | | | | | | |
|--|------------------|----------------------|-------------------------|---------------------|-----------|------|
| Age | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk ⁵⁸ | Timescale | Lead |
| | | | | | | |
| Belief or Religion | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |
| Disability | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |
| Gender re-assignment | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |
| Marriage and civil | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |

⁵⁷ Protected Characteristic

⁵⁸ High/Medium/Low

| | | | | | | |
|------------------------------------|-------------------------|-----------------------------|--------------------------------|----------------------------|------------------|-------------|
| | | | | | | |
| Pregnancy and maternity | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |
| Race | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |
| Sex | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |
| Sexual Orientation | National Profile | Glasgow City Profile | GWHA Profile | Sensitivity/Barrier | | |
| | | | | | | |
| | Current Measures | Additional Controls | Further Action Required | Risk | Timescale | Lead |
| | | | | | | |