



EQUALITY, INCLUSION AND DIVERSITY STRATEGY

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1. Introduction

Castlehill Housing Association (CHA), a registered social landlord operating across the North East of Scotland, is dedicated to championing equality, inclusion, and diversity in every aspect of our operations. This strategy outlines our proactive approach to fostering a culture that upholds these principles, ensuring that our services, practices and relationships reflect the diverse communities we serve.

2. Vision

Our vision is to be a leader in promoting equality, fostering inclusion, and celebrating diversity in the housing sector. We envision a future where all individuals, regardless of their background, can access quality housing, contribute to vibrant communities and thrive in an environment free from discrimination and bias.

3. Strategic Goals

3.1. Embedding Equality, Inclusion, and Diversity

- Develop and communicate a clear statement of commitment to equality, inclusion, and diversity.
- Integrate equality, inclusion, and diversity considerations into all policies, procedures, and decision-making processes.

3.2. Promoting Inclusive Services

- Ensure that all our services are accessible and responsive to the diverse needs and preferences of our tenants.
- Implement mechanisms to gather feedback from tenants to continuously improve service delivery.

3.3. Creating a Diverse and Inclusive Workforce

- Develop recruitment practices that attract a diverse range of candidates and provide equal opportunities for all.
- Foster an inclusive workplace culture that values differences and promotes collaboration among employees.

3.4. Building Inclusive Communities

- Engage with local communities and our tenants to understand their unique needs and preferences. To ensure inclusivity is at the heart of service delivery.
- Build platforms to allow us to listen to a diverse range of voices across the services we offer to enable us to understand the communities we operate within.

3.5. Eliminating Discrimination and Bias

- Provide training to all employees on recognising and addressing discrimination, harassment, and unconscious bias.
- Establish reporting mechanisms for incidents related to discrimination and ensure appropriate actions are taken.

3.6. Accountability and Transparency

- Assign responsibility for equality, inclusion, and diversity initiatives to a designated individual or department.
- Publish regular reports on our progress in achieving equality, inclusion, and diversity goals to maintain transparency with stakeholders.

4. Implementation

We will develop a comprehensive approach to implementation of this strategy through the development of a comprehensive Equality, Inclusion and Diversity Policy and Action Plan.

4.1. Education and Training

- Offer training for employees at all levels to raise awareness and understanding of equality, inclusion, and diversity issues.
- Provide training for managers to ensure they can effectively lead diverse teams and address related challenges.

4.2. Data Collection and Analysis

- Collect and analyse data on tenants, staff and committee demographics to identify areas for improvement.
- Use data insights to guide decision-making and tailor solutions to specific needs.

4.3. External Engagement

- Collaborate with other housing organisations and 3rd sector bodies to ensure our services are responsive to the needs of different communities.
- Encourage tenant participation in shaping policies and initiatives through our registered tenant's organisation and consultations.

4.4. Review and Continuous Improvement

- Regularly review the effectiveness of our strategy and make necessary adjustments to achieve our goals.
- Collaborate with other housing providers, regulatory bodies, and community organisations to share knowledge and best practices.

- Join relevant industry networks to collectively address equality, inclusion, and diversity challenges.

5. Resources

- Allocate appropriate resources, both financial and human, to support the implementation of this strategy.
- Seek external support and funding opportunities to support initiatives aimed at advancing equality, inclusion, and diversity.