

UNIVERSITY of
STIRLING



Promoting equality and diversity for customers and staff

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BE THE DIFFERENCE

Equality Act 2010

- Sex
- Disability
- Race and ethnicity
- Sexual orientation
- Age
- Gender reassignment
- Maternity/adoption
- Marriage/civil partnership
- Faith

Public sector equality duty

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.



SSHC – Outcome 1

“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.”



Equalities & Diversity in housing

- Accessible housing
- Translation services
- Third-party reporting
- Equalities and Diversity Policy

Lived experience

“I have had a couple of words with people, like, "dirty faggot" and I have been told when I worked in the shop that I should go and die of AIDS.”

“Over here I have a gigantic Pride flag up on the wall...the window was open so you could see back out. Then I heard guys from downstairs shouting up through the window, "gay", or, "faggot", or, "queer", or something”

Lived experience

“basically keep my head down and keep walking - get in the flat and lock the door and that was the routine.”

Lived experience

I: what actually happens with the neighbour. Is it a case of abuse?

R: No it is low level harassment in the form of continual banging on the wall and playing computer game background noise as a kind of protest.

I: Do you think that the noise pollution is being done vindictively?

R: Yes it is, yes.

I: Have you approached the neighbour about this issue?

I: I feel too intimidated to do it. At one point someone tried to enter my house, but failed. I do not know what that was about whether that was someone coming to cause trouble. It makes me a bit intimidated about the circumstance.

Lived experience

R: I am not sure whether it is relating to my circumstance or my disability

I: Was it transphobic?

R: No, it was discrimination against my other disabilities and not understanding and setting my triggers off.

Implicit homophobia

“sexuality does not come up a lot when we are talking to tenants”

“I think they [the staff] would feel that they would not want to offend somebody by asking them”

Challenges

- LGBT+ tenants did have different experiences
- Tools of equality were heteronormative
- Excuses were implicitly homophobic
- Impact of homophobic/biphobic/transphobic anti-social behaviour was not recognised

Data

- Why collect data?
- Equalities monitoring
 - HR – applicants and employees
 - Board members
 - Waiting lists
 - Tenants – new tenancy checklist; tenant portal
- Tenant surveys
 - Fieldwork
 - Small n
 - Intersectional analysis
- Monitoring ASB and complaints
- Anonymity/security/access

GDPR – Special Category Data

Chapter 11, Article 9, Section 1:

“Processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation *shall be prohibited*.”

...except

Chapter 11, Article 9, Section 2:

(a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes

(b) processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law

Evidence

- Who are tenants are/might be
 - Tenant survey
 - Scottish Government <https://scotland.shinyapps.io/sg-equality-evidence-finder/>
 - Local authorities
- Evidence from “experts”
 - Tenants who share protected characteristics
 - Voluntary sector organisations
 - Research
- Use in Equality Impact Assessments
 - Baseline data – experience *not* numbers

Case studies

- Bring equalities issues to life
- Provide useful discussion/reflection points
- Evidence to inform policy/practice
- Collection
 - Tenant scrutiny
 - Persistent issues
 - Complaints
 - Staff who share protected characteristics

Leadership & Governance

- CIH Equality & Diversity Charter
- Equality & Diversity Policy
- Annual report on Equalities and Diversity
- Equality Impact Assessments
 - Not just a tick-box exercise
 - Note *positive* **and** *negative* impacts
 - A negative impact is not a bad thing if it can be justified
- Corporate image
 - Publicity photos represent diversity
 - Welcoming symbols
 - Events to celebrate diversity

Management Board

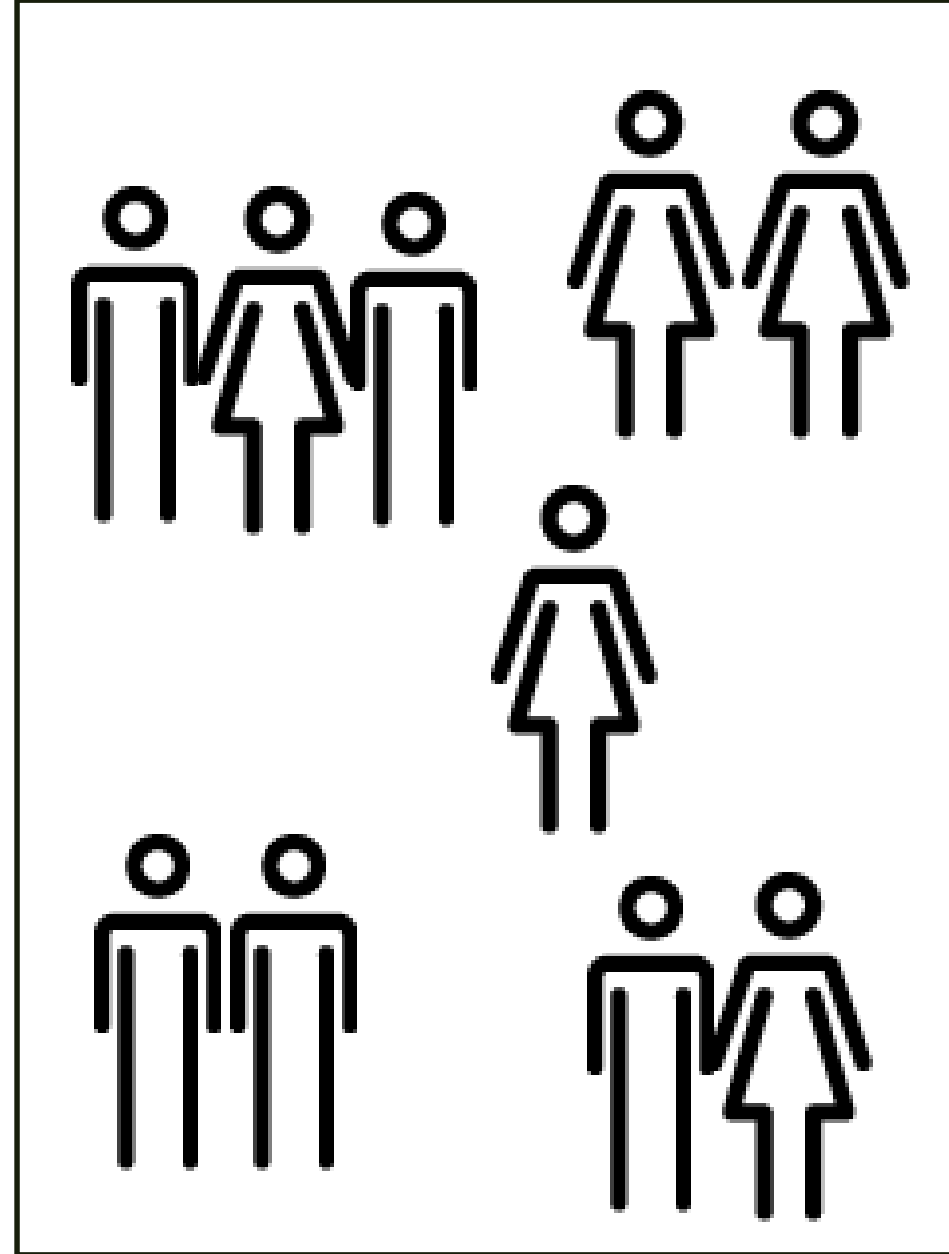
- Up-to-date training
- Diverse group of people
- Take strategic ownership of equalities and diversity
- Have confidence to challenge e.g. EqIA

Senior management team

- Strategic lead on equalities and diversity
- Part of *everyone's* job
- Carry out EqlAs on policies in their area
- Monitor compliance and practice
- Regular reporting and evidence collection
- Training for front-line staff
 - Issues, duties and practice
 - Confidence

Self-audit

- What are we doing?
- What could we be doing?



What questions do you have?

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