

Equalities in practice follow-up study **DECEMBER 2006**



Technical annex: questionnaire results

Ensuring decent housing
and strong communities across Scotland

**Communities
Scotland** 

Equalities in Practice

A follow up study 2006

Technical annex: questionnaire results

December 2006

This document can be made available on tape, in Braille, Moon, large print and community languages.

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Technical Annex

This document describes the respondents to the questionnaire, the participants in the interviews and the constraints of the study and contains a series of tables presenting the detailed results from the Equalities in Practice – follow up thematic study survey that was circulated to all councils and Registered Social Landlords (RSLs) Scotland in December 2005. To understand the tables fully, they should be read in conjunction with the report: Equalities in Practice – a follow up thematic study 2005/06 and the Avante consulting research report. Both of these documents are available on the Communities Scotland web site.

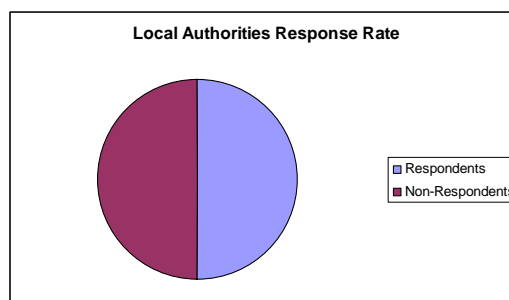
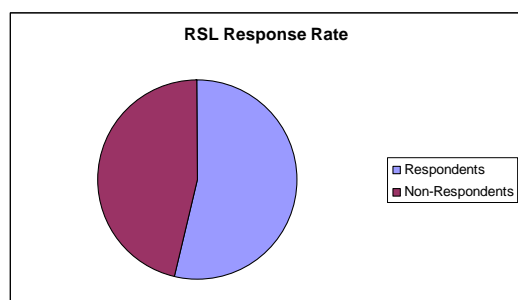
1 Questionnaire Respondents

1.1 Initial responses to the survey were lower than anticipated, so the survey period was extended and the Regulator provided additional assistance in publicising the study and encouraging participation. These efforts resulted in a final overall response rate of 53% and constitute a significant proportion of both local authorities and RSLs.

Those who responded to the questionnaire are as follows:

	Local Authorities Number	Local Authorities % of Total	RSL Number	RSL % of Total	Total Number	Total %
Respondents	16	14%	95	86%	111	100%
All	32	15%	177*	85%	209	100%
% Responding	50%		54%		53%	

* This number does not include Abbeyfield RSL's and is as of 20 January 2006.



2 Interview Participants

2.1 The organisations selected for interview were intended to provide geographic and size diversity, a mix between local authorities and RSLs, and a range of responses to the questionnaire. Some had indicated in the questionnaire they would be willing to participate in further focus groups and conversations, and organisations and individuals who were available during the interview time frame were chosen.

2.2 Each of the organisations who were interviewed was also asked to invite tenants and members of their governance bodies to participate in a discussion to assess stakeholders' views of equalities in practice. Some of the organisations were able to assemble a tenants' focus group and some were not.

2.3 Those who were included in the interviews and focus groups are as follows:

	Local Authorities Number	Local Authorities % of Total	RSL Number	RSL % of Total	Total Number	Total %
Organisations	5	24%	16	76%	21	100%
All	32	15%	177*	85%	209	100%
% of Organisations	16%		9%		10%	

*This number does not include Abbeyfield RSL's and is as of 20 January 2006.

2.4 In addition, a workshop with Regulation Inspectors was held and supplemented by an interview with a Regulation Division Manager. The focus was to establish inspector views on equalities practices following the 2002 guidance.

3 Constraints of the Study

3.1 Participation in the study was voluntary and yet the response rate of 53% overall for the questionnaire is a very high response for this type of study. The questionnaire did not ask for reasons for completing the survey, so understanding the high response rate is not possible. Through the interviews, it was found that those who are most active in the equalities field, regardless of size, found it easiest to interrogate their own data to complete the questionnaire and participate in the study.

3.2 It must be noted that 47% of the sector chose not to participate. While there were genuine reasons provided for non-participation by some, a small number were openly hostile towards the study. A common complaint from those who did not complete the questionnaire as well as from those who did was that they receive many requests to participate in studies that require considerable data collection and their time is limited. There is a feeling that such requests are time consuming and onerous without a clear indication of the benefits of the study. This issue is covered in the body of the report under key themes.

3.3 Because participation in the study was voluntary and not a random sample, the findings can not be generalised to the sector as a whole.

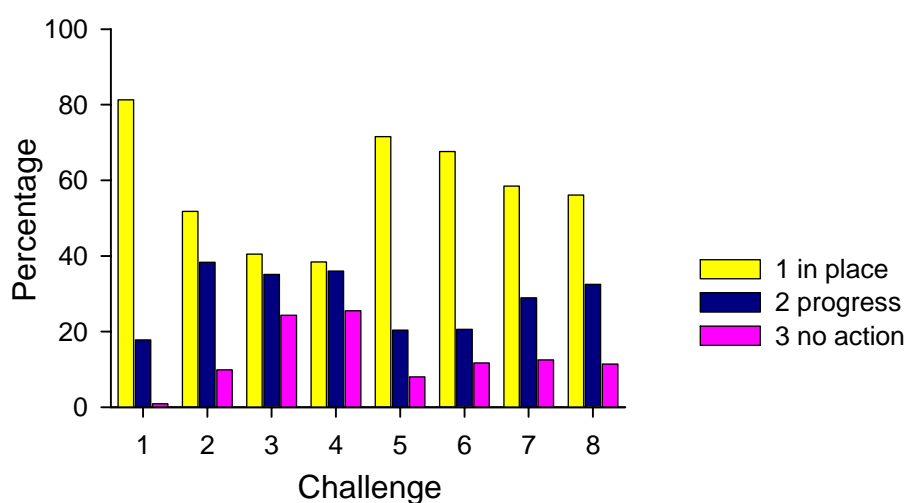
3.4 The construction of the questionnaire emphasised a distinction between challenge areas as reflected in the 2002 thematic study. However, certain inconsistencies in responses between challenges became evident through more detailed, later analysis of the questionnaire without any explanations or

possible interpretations. The interviews and focus groups did not include exploration of any inconsistencies.

- 3.5 The questionnaire used a self-report format and the data was not verified. Though the questionnaire was validated through interviews and focus groups, the respondents were not asked to verify their responses.
- 3.6 While an effort was made to construct a balanced sample of size, geography and local authorities and RSLs to interview, those who were selected were also included because they were available during the time frame of the study.
- 3.7 The Regulation and Inspection workshop participants were invited by the client, and were those who were not out on inspection at the time of the workshop. This group event excluded managers. However, one manager was subsequently identified by the client and interviewed by phone.
- 3.8 The participants in this study (those who completed the questionnaire and those who participated in interviews or focus groups) were representative of the housing sector in Scotland with respect to size, geographical coverage and type of organisation. They own and operate varied portfolios of housing stock in urban and rural settings. They include local authorities and registered social landlords. They provide general housing and special accommodations while serving singles and families, older people, disabled people, gypsies and travellers, the homeless and others.

4 Detailed Questionnaire Results

- 4.1 The graph below shows a picture of how the local authorities and RSLs who responded to the questionnaire are meeting their obligations in relation to equalities and diversity across the eight challenge statements:



Question 1

Challenge 1 – Commitment statements and documents

The Organisation has published documents that clearly and specifically set out its commitment and approach to equalities issues which enable it to comply with legislative requirements and statutory guidance.

- 1 We have published documents that clearly set out our commitment and approach to equalities issues
- 2 Our policies take account of statutory requirements and new legislation
- 3 We have procedures that enable us to respond quickly and efficiently to incidents of discriminatory behaviour, harassment or attack.
- 4 Our staff understand our commitments on equalities issues and know they are expected to put them into practice
- 5 Elected members or governing body members understand and actively endorse our approach to equalities
- 6 (For Local Authorities Only) Our published Race Equality Scheme (from Nov 2002) addresses equality issues in our landlord and homelessness roles

	Base	Already in place		In progress		Little or no action	
		Count	%	Count	%	Count	%
1.1 Published documents on approach to equalities	111	97	87.4	12	10.8	2	1.8
1.2 Policies incorporating statutory requirements and legislation	111	83	74.8	27	24.3	1	0.9
1.3 Procedures to respond to incidents	111	90	81.1	21	18.9	0	0
1.4 Staff understand and can implement policies	111	87	78.4	22	19.8	2	1.8
1.5 Elected members understand & endorse approach to equalities	111	94	84.7	17	15.3	0	0
1.6 (LA only) Race Equality Scheme in landlord and homelessness	16	11	68.8	5	31.3	0	0

	Councils				RSLs			
		Already in place	In progress	Little or no action		Already in place	In progress	Little or no action
	Base	%	%	%	Base	%	%	%
1.1 Published documents on approach to equalities	16	87.5	12.5	0	95	87.4	10.5	2.1
1.2 Policies incorporating statutory requirements and legislation	16	75	25	0	95	74.7	24.2	1.1
1.3 Procedures to respond to incidents	16	87.5	12.5	0	95	80	20	0
1.4 Staff understand and can implement policies	16	50	43.8	6.3	95	83.2	15.8	1.1
1.5 Elected members understand & endorse approach to equalities	16	81.3	18.8	0	95	85.3	14.7	0
1.6 (LA only) Race Equality Scheme in landlord and homelessness	16	68.8	31.3	0				

Question 2

Challenge 2 – Information about social and other contexts

The Organisation has good information about the context in which it is operating. It has a good understanding of the needs and aspirations of equalities groups in its area of operation and of the challenges which members of equalities groups may face in accessing social housing resources.

	Base	Already in place		In progress		Little or no action	
	Count	Count	%	Count	%	Count	%
2.1 We have comprehensive and up to date information on our population and related equalities issues	111	54	48.6	50	45	7	6.3
2.2 We use local data for planning.	111	61	55	35	31.5	15	13.5

	Councils				RSLs			
		Already in place	In progress	Little or no action		Already in place	In progress	Little or no action
	Base	%	%	%	Base	%	%	%
2.1 We have comprehensive and up to date information on our population and related equalities issues	16	31.3	62.5	6.3	95	51.6	42.1	6.3
2.2 We use local data for planning.	16	37.5	56.3	6.3	95	57.9	27.4	14.7

Question 3

Challenge 3 – Consultation with stakeholders

The landlord consults service users about their needs, their views of the services being delivered and what can be done to improve them, and take due care to include all sections of the community.

	Base	Already in place		In progress		Little or no action	
		Count	%	Count	%	Count	%
3.1 We link into local planning and information networks on equalities issues	111	49	44.1	34	30.6	28	25.2
3.2 We carry out a needs/requirements assessment for all equalities groups covering all aspects of our services	111	21	18.9	47	42.3	43	38.7
3.3 We develop our equalities policies and approaches in consultation with a range of individual service users and/or representative	111	41	36.9	47	42.3	23	20.7
3.4 We have established links with equalities groups in the community to facilitate ongoing contact and consultation	111	43	38.7	35	31.5	33	29.7
3.5 We make it easy for all parts of the community to feed in their views about our services and policies	111	57	51.4	43	38.7	11	9.9
3.6 We analyse collected information to identify patterns of responses by different groups within the community	111	40	36	35	31.5	36	32.4
3.7 We regularly feed back to consultees, service users and the wider community	111	64	57.7	32	28.8	15	13.5

	Councils				RSLs			
		Already in place	In progress	Little or no action		Already in place	In progress	Little or no action
	Base	%	%	%	Base	%	%	%
3.1 We link into local planning and information networks on equalities issues	16	37.5	56.3	6.3	95	45.3	26.3	28.4
3.2 We carry out a needs/requirements assessment for all equalities groups covering all aspects of our services	16	12.5	68.8	18.8	95	20	37.9	42.1
3.3 We develop our equalities policies and approaches in consultation with a range of individual service users and/or representative groups	16	31.3	56.3	12.5	95	37.9	40	22
3.4 We have established links with equalities groups in the community to facilitate ongoing contact and consultation	16	62.5	25	12.5	95	34.7	32.6	32.6
3.5 We make it easy for all parts of the community to feed in their views about our services and policies	16	50	43.8	6.3	95	51.6	37.9	10.5
3.6 We analyse collected information to identify patterns of responses by different groups within the community	16	43.8	37.5	18.8	95	34.7	30.5	34.7
3.7 We regularly feed back to consultees, service users and the wider community	16	50	43.8	6.3	95	58.9	26.3	14.7

Question 4

Challenge 4 – Objectives and targets

Clear objectives and targets have been identified for all service areas to drive and demonstrate continuous improvement.

	Base	Already in place		In progress		Little or no action	
	Count	Count	%	Count	%	Count	%
4.1 Agreement on targets from local partners	111	28	25.2	37	33.3	46	41.4
4.2 Communicate objectives, targets & action to all	111	60	54.1	38	34.2	13	11.7
4.3 Aim for similar equalities profiles for staff, members & communities	111	40	36	45	40.5	26	23.4

	Councils				RSLs			
		Already in place	In progress	Little or no action		Already in place	In progress	Little or no action
	Base	%	%	%	Base	%	%	%
4.1 Agreement on targets from local partners	16	31.3	62.5	6.3	95	24.2	28.4	47.4
4.2 Communicate objectives, targets & action to all	16	50	43.8	6.3	95	54.7	32.6	12.6
4.3 Aim for similar equalities profiles for staff, members & communities	16	18.8	62.5	18.8	95	38.9	36.8	24.2

Question 5

Challenge 5 – Fair services

The social landlord provides information and delivers services that respond to the requirements of the diverse range of its existing and potential service users.

	Base	Already in place		In progress		Little or no action	
		Count	%	Count	%	Count	%
5.1 We make sure our contracted agents have objectives and targets relating to equal access and outcomes for service users	111	67	60.4	31	27.9	11.7	13
5.2 We adequately resource actions required to meet our targets by giving staff appropriate training and support	111	71	64	32	28.8	7.2	8
5.3 We provide good quality and easily accessible information on the services we deliver	111	84	75.7	27	24.3	0	0
5.4 We have conducted an accessibility audit of our premises and have planned adjustments and improvements	111	87	78.4	18	16.2	5.4	6
5.5 We have, or we can arrange access to, specialist equipment to support people with disabilities	111	95	85.6	13	11.7	2.7	3
5.6 Information or documentation is available in community languages and special formats	111	76	68.5	24	21.6	9.9	11
5.7 Our materials are regularly reviewed for use of language and positive images	111	56	50.5	29	26.1	23.4	26
5.8 We make referrals to specialist services and support where required	111	100	90.1	7	6.3	3.6	4

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	Councils				RSLs			
		Already in place	In progress	Little or no action		Already in place	In progress	Little or no action
	Base	%	%	%	Base	%	%	%
5.1 We make sure our contracted agents have objectives and targets relating to equal access and outcomes for service users	16	25	50	25	95	66.3	24.2	9.5
5.2 We adequately resource actions required to meet our targets by giving staff appropriate training and support	16	43.8	43.8	12.5	95	67.4	26.3	6.3
5.3 We provide good quality and easily accessible information on the services we deliver	16	75	25	0	95	75.8	24.2	0
5.4 We have conducted an accessibility audit of our premises and have planned adjustments and improvements	16	68.8	31.3	0	95	80	13.7	6.3
5.5 We have, or we can arrange access to, specialist equipment to support people with disabilities	16	87.5	6.3	6.3	95	85.3	12.6	2.1
5.6 Information or documentation is available in community languages and special formats	16	81.3	18.8	0	95	66.3	22.1	11.6
5.7 Our materials are regularly reviewed for use of language and positive images	16	56.3	31.3	12.5	95	49.5	25.3	25.3
5.8 We make referrals to specialist services and support where required	16	81.3	12.5	6.3	95	91.6	5.3	3.2

Question 6

Challenge 6 – Fair employment and governance

The organisation is able to demonstrate that it is an equal opportunities employer and that its staff, governing body and wider membership reflect the community it serves.

	Base	Already in place		In progress		Little or no action	
		Count	%	Count	%	Count	%
6.1 Our published policy and strategy documents on equality issues include a commitment to equal recruitment and employment practices	111	107	96.4	4	3.6	0	0
6.2 Our recruitment and employment practices are in line with legislative requirements and the CRE's Code of Practice on Employment	111	106	95.5	5	4.5	0	0
6.3 Our selection and promotion procedures are informed by Equal Opportunity policy and legislation	111	110	99.1	1	0.9	0	0
6.4 Our staff are appropriately trained on equalities issues	111	69	62.2	42	37.8	0	0
6.5 We have good information about the composition of our existing staff, governing body and wider membership and how this compares to our local population	111	84	75.7	25	22.5	2	1.8
6.6 Our governing body members/management committee/elected members and senior managers champion Equal Opportunities and this is recognised throughout the organisation	111	81	73	25.2	28	1.8	2
6.7 Our senior managers (and governing body members/management committee/elected members) receive regular training and updates in relation to equalities	111	57	51.4	40.5	45	8.1	9
6.8 Our Equal Opportunities values are promoted in all our work, in all our locations and partnerships	111	87	78.4	20.7	23	0.9	1
6.9 Our staff must complete Equal Opportunities Induction training	111	46	41.4	38.7	43	19.8	22
6.10 Our administrative and support staff are aware of, and act on Equal Opportunity policy	111	82	73.9	22.5	25	3.6	4
6.11 The distribution of staff across grades and work roles is monitored and action taken to redress balance	111	43	38.7	15.3	17	45.9	51
6.12 Mentoring and development opportunities are offered for ethnic minority staff and un-represented groups	111	29	26.1	15.3	17	58.6	65

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	Councils				RSLs			
	Base	Already in place %	In progress %	Little or no action %	Base	Already in place %	In progress %	Little or no action %
6.1 Our published policy and strategy documents on equality issues include a commitment to equal recruitment and employment practices	16	100	0	0	95	95.8	4.2	0
6.2 Our recruitment and employment practices are in line with legislative requirements and the CRE's Code of Practice on Employment	16	100	0	0	95	94.7	5.3	0
6.3 Our selection and promotion procedures are informed by Equal Opportunity policy and legislation	16	100	0	0	95	98.9	1.1	0
6.4 Our staff are appropriately trained on equalities issues	16	43.8	56.3	0	95	65.3	34.7	0
6.5 We have good information about the composition of our existing staff, governing body and wider membership and how this compares to our local population	16	56.3	43.8	0	95	78.9	18.9	2.1
6.6 Our governing body members/management committee/elected members and senior managers champion Equal Opportunities and this is recognised throughout the organisation	16	75	25	0	95	72.6	25.3	2.1
6.7 Our senior managers (and governing body members/management committee/elected members) receive regular training and updates in relation to equalities	16	75	12.5	0	95	47.4	45.3	7.4
6.8 Our Equal Opportunities values are promoted in all our work, in all our locations and partnerships	16	56.3	43.8	0	95	82.1	16.8	1.1
6.9 Our staff must complete Equal Opportunities Induction training	16	50	43.8	6.3	95	40	37.9	22.1
6.10 Our administrative and support staff are aware of, and act on Equal Opportunity policy	16	50	43.8	6.3	95	77.9	18.9	3.2
6.11 The distribution of staff across grades and work roles is monitored and action taken to redress balance	16	31.3	43.8	25	95	40	10.5	49.5
6.12 Mentoring and development opportunities are offered for ethnic minority staff and un-represented groups	16	50	37.5	6.3	95	22.1	11.6	66.3

Question 7

Challenge 7 – Monitoring

There are systems in operation to collect the information the organisation needs to measure its achievements against its objectives and targets and to identify the outcomes of its systems and services.

	Base	Already in place		In progress		Little or no action	
		Count	%	Count	%	Count	%
7.1 We have comprehensive systems to monitor equality issues	111	57	51.4	49	44.1	5	4.5
7.2 The information we collect allows us to assess our ongoing performance against our objectives and targets, including the effectiveness of mainstreaming	111	50	45	48	43.2	13	11.7
We collect information from an appropriate range of sources							
7.3 - Satisfaction with services across different groups	110	71	64.5	31	28.2	8	7.3
7.4 - Service user complaints	111	85	76.6	20	18	6	5.4
7.5 - Feedback from consultative groups	111	67	60.4	27	24.3	17	15.3
7.6 - Statistical data, for example: houses allocated	111	95	85.6	15	13.5	1	0.9
7.7 Our monitoring systems extend to contracted agents and partnerships	111	30	27	30	27	51	45.9
7.8 We consult with appropriate stakeholder and representative groups about what information will be collected and how it will be used	111	31	27.9	42	37.8	38	34.2
7.9 We regularly report our performance to staff, elected members/governing body members, service users and other stakeholders	111	75	67.6	27	24.3	9	8.1
7.10 We feed back results of monitoring exercises into the corporate and service planning system	111	69	62.2	29	26.1	13	11.7
7.11 We have mainstreamed equalities issues throughout all of our service areas	111	63	56.8	42	37.8	6	5.4
7.12 We take action to identify any actual or potential disparities in service outcomes for equalities groups	111	55	49.5	42	37.8	14	12.6
7.13 We adhere to Equal Opportunities standards and /or have a code of conduct	111	96	86.5	15	13.5	0	0

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	Councils				RSLs			
	Base	Already in place %	In progress %	Little or no action %	Base	Already in place %	In progress %	Little or no action %
7.1 We have comprehensive systems to monitor equality issues	16	18.8	75	6.3	95	56.8	38.9	4.2
7.2 The information we collect allows us to assess our ongoing performance against our objectives and targets, including the effectiveness of mainstreaming	16	25	56.3	18.8	95	48.4	41.1	10.5
We collect information from an appropriate range of sources								
7.3 - Satisfaction with services across different groups	15	53.3	33.3	13.3	95	66.3	27.4	6.3
7.4 - Service user complaints	16	50	31.3	18.8	95	81.1	15.8	3.2
7.5 - Feedback from consultative groups	16	50	43.8	6.3	95	62.1	21.1	16.8
7.6 - Statistical data, for example: houses allocated	16	56.3	43.8	0	95	90.5	8.4	1.1
7.7 Our monitoring systems extend to contracted agents and partnerships	16	18.8	62.5	18.8	95	28.4	21.1	50.5
7.8 We consult with appropriate stakeholder and representative groups about what information will be collected and how it will be used	16	18.8	56.3	25	95	29.5	34.7	35.8
7.9 We regularly report our performance to staff, elected members/governing body members, service users and other stakeholders	16	43.8	43.8	12.5	95	71.6	21.1	7.4
7.10 We feed back results of monitoring exercises into the corporate and service planning system	16	37.5	50	12.5	95	66.3	22.1	11.6
7.11 We have mainstreamed equalities issues throughout all of our service areas	16	43.8	50	6.3	95	58.9	35.8	5.3
7.12 We take action to identify any actual or potential disparities in service outcomes for equalities groups	16	37.5	50	12.5	95	51.6	35.8	12.6
7.13 We adhere to Equal Opportunities standards and /or have a code of conduct	16	50	50	0	95	92.6	7.4	0

Question 8

Challenge 8 – Continuous improvement

The organisation clearly demonstrates its commitment to continuous improvement by reviewing and revising its policies and activities regularly on the basis of the information it collects or receives

	Base	Already in place		In progress		Little or no action	
		Count	%	Count	%	Count	%
8.1 We regularly review and update objectives and targets using monitoring information	111	63	56.8	36	32.4	10.8	12
8.2 We use monitoring information to update service user profiles	111	42	37.8	43	38.7	23.4	26
8.3 We have and fulfill a commitment to self assessment, scrutiny and audit of equalities issues	111	57	51.4	44	39.6	9	10
reference to the information we hold on:							
8.4 - the diverse needs of our community	111	51	45.9	49	44.1	9.9	11
8.5 - the outcomes currently being achieved	111	45	40.5	48	43.2	16.2	18
8.6 Our service and policy reviews are carried out in consultation with affected service users and the wider community	111	66	59.5	32	28.8	11.7	13
8.7 We benchmark our performance against other comparable organisations	111	53	47.7	41	36.9	15.3	17
8.8 We identify and share examples of good practice in our service delivery	111	65	58.6	27	24.3	17.1	19
8.9 We have taken action to remove or reduce the impact of any barriers to access or equality outcomes	111	66	59.5	36	32.4	8.1	9
8.10 We review and revise targets/objectives and the action which is being taken to achieve them	111	68	61.3	35	31.5	7.2	8
8.11 We regularly review and update our policies	111	87	78.4	23	20.7	0.9	1
8.12 Equal Opportunities reviews and actions are included in our improvement plans	111	77	69.4	28	25.2	5.4	6
8.13 There is evidence that senior managers (and governing bodies/members) take action in response to Equal Opportunity reports	111	70	63.1	27	24.3	12.6	14

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	Councils				RSLs			
	Base	Already in place %	In progress %	Little or no action %	Base	Already in place %	In progress %	Little or no action %
8.1 We regularly review and update objectives and targets using monitoring information	16	37.5	50	12.5	95	60	29.5	10.5
8.2 We use monitoring information to update service user profiles	16	18.8	62.5	18.8	95	41.1	34.7	24.2
8.3 We have and fulfill a commitment to self assessment, scrutiny and audit of equalities issues	16	31.3	68.8	0	95	54.7	34.7	10.5
We revise all areas of service delivery, with reference to the information we hold on:								
8.4 - the diverse needs of our community	16	25	68.8	6.3	95	49.5	40	10.5
8.5 - the outcomes currently being achieved	16	25	62.5	12.5	95	43.2	40	16.8
8.6 Our service and policy reviews are carried out in consultation with affected service users and the wider community	16	56.3	37.5	6.3	95	60	27.4	12.6
8.7 We benchmark our performance against other comparable organisations	16	43.8	43.8	12.5	95	48.4	35.8	15.8
8.8 We identify and share examples of good practice in our service delivery	16	56.3	31.3	12.5	95	58.9	23.2	17.9
8.9 We have taken action to remove or reduce the impact of any barriers to access or equality outcomes	16	56.3	37.5	6.3	95	60	31.6	8.4
8.10 We review and revise targets/objectives and the action which is being taken to achieve them	16	56.3	37.5	6.3	95	65.3	27.4	7.4
8.11 We regularly review and update our policies	16	37.5	56.6	6.3	95	82.1	17.9	0
8.12 Equal Opportunities reviews and actions are included in our improvement plans	16	56.3	37.5	6.3	95	71.6	22.1	6.3
8.13 There is evidence that senior managers (and governing bodies/members) take action in response to Equal Opportunity reports	16	56.3	43.8	0	95	63.2	23.2	13.7
	16	62.5	31.3	6.3				

Section 2: Action on Areas for Improvement

Question 9: Challenge 1: Commitment and Statement Documents

Thinking about the documents that enable your organisation to comply with legal requirements and statutory guidance by equality theme.

	Base	Implemented before or after 2002							
		Before		After		Both		No answer	
		Count	%	Count	%	Count	%	Count	%
Race	111	28	25.2	24	21.6	53	47.7	6	5.4
Disability	111	24	21.6	32	28.8	49	44.1	6	5.4
Lesbian, Gay, Bisexual, Transgender	111	17	15.3	36	32.4	23	20.7	35	31.5
Age	111	27	24.3	29	26.1	43	38.7	12	10.8
Gender	111	30	27	24	21.6	42	37.8	15	13.5
Religion or Belief	111	22	19.8	26	23.4	29	26.1	34	30.6

	Base	Councils			RSLs			
		Before	After	Both	Before	After	Both	
		%	%	%	Base	%	%	%
Race	15	26.7	40	33.3	90	26.7	20	53.3
Disability	15	20	53.3	26.7	90	23.3	26.7	50
Lesbian, Gay, Bisexual, Transgender	10	10	70	20	66	24.2	43.9	31.8
Age	14	21.4	35.7	42.9	85	28.2	28.2	43.5
Gender	12	25	50	25	84	32.1	21.4	46.4
Religion or Belief	10	10	80	10	67	31.3	26.9	41.8

Question 10: Challenge 2: Information about Social and Other Contexts

Thinking about each equalities theme, how would you rate your organisation's systems for gathering information to inform needs assessment?

- Score 1 Already in place
- Score 2 In progress
- Score 3 Little or no action

No "no answers" were given beyond this stage of the questionnaire, as three respondents only completed up to q9; total N for the rest of the questions is now 108 or less where shown - two more respondents did not complete the questionnaire.. For all equalities themes, 108 organisations responded and only 3 did not, but they did not complete the questionnaire beyond question 9.

	Base	Already in place		In progress		Little or no action	
		Count	%	Count	%	Count	%
Race	108	64	59.3	38	35.2	6	5.6
Disability	108	61	56.5	42	38.9	5	4.6
Lesbian, Gay, Bisexual, Transgender	108	11	10.2	23	21.3	74	68.5
Age	108	62	57.4	36	33.3	10	9.3
Gender	108	66	61.1	31	28.7	11	10.2
Religion or Belief	108	15	13.9	22	20.4	71	65.7

	Councils				RSLs			
	Base	Already in place	In progress	Little or no action	Base	Already in place	In progress	Little or no action
		%	%	%		%	%	%
Race	16	37.5	62.5	0	92	63	30.4	6.5
Disability	16	18.8	81.3	0	92	63	31.5	5.4
Lesbian, Gay, Bisexual, Transgender	16	0	43.8	56.3	92	12	17.4	70.7
Age	16	50	50	0	92	58.7	30.4	10.9
Gender	16	43.8	56.3	0	92	64.1	23.9	12
Religion or Belief	16	0	43.8	56.3	92	16.3	16.3	67.4

Question 11

Challenge 3 – Consultation with stakeholders

Thinking about consultation with Stakeholders:

“Our organisation consults with representatives who understand and can reflect accurately the needs of all equality groups.”

	Base	Agree fully		Partly agree		Disagree		Don't know	
		Count	%	Count	%	Count	%	Count	%
Race	108	29	26.9	49	45.4	27	25	3	2.8
Disability	108	37	34.3	55	50.9	12	11.1	4	3.7
Lesbian, Gay, Bisexual, Transgender	108	4	3.7	23	21.3	64	59.3	17	15.7
Age	108	32	29.6	49	45.4	23	21.3	4	3.7
Gender	108	22	20.4	39	36.1	36	33.3	11	10.2
Religion or Belief	108	10	9.3	23	21.3	60	55.6	15	13.9

	Councils					RSLs				
	Base	Agree fully	Partly agree	Disagree	Don't know	Base	Agree fully	Partly agree	Disagree	Don't know
		%	%	%	%		%	%	%	%
Race	16	43.8	50	6.3	0	92	23.9	44.6	28.3	3.3
Disability	16	56.3	37.5	6.3	0	92	30.4	53.3	12	4.3
Lesbian, Gay, Bisexual, Transgender	16	6.3	37.5	37.5	18.8	92	3.3	18.5	63	15.2
Age	16	62.5	31.3	6.3	0	92	23.9	47.8	23.9	4.3
Gender	16	25	37.5	18.8	18.8	92	19.6	35.9	35.9	8.7
Religion or Belief	16	18.8	25	43.8	12.5	92	7.6	20.7	57.6	14.1

Question 12

Challenge 4 – Objectives and targets

Thinking about how we set objectives and targets for all our service areas to inform and guide our activity in pursuit of quality in the equality field:

“We have Specific, Measurable, Achievable, Realistic, Timed (SMART) objectives.”

	Base	Agree fully		Partly agree		Disagree		Don't know	
		Count	%	Count	%	Count	%	Count	%
Race	108	26	24.1	36	36.1	39	33.3	7	6.5
Disability	108	26	24.1	37	36.1	39	34.3	6	5.6
Lesbian, Gay, Bisexual, Transgender	108	6	5.6	14	70.4	76	13	12	11.1
Age	108	13	12	35	47.2	51	32.4	9	8.3
Gender	108	7	6.5	36	51.9	56	33.3	9	8.3
Religion or Belief	108	6	5.6	15	69.4	75	13.9	12	11.1

	Councils					RSLs				
	Base	Agree fully %	Partly agree %	Disagree %	Don't know %	Base	Agree fully %	Partly agree %	Disagree %	Don't know %
Race	16	25	56.3	18.8	0	92	23.9	29.3	39.1	7.6
Disability	16	31.3	43.8	25	0	92	22.8	32.6	38	6.5
Lesbian, Gay, Bisexual, Transgender	16	6.3	12.5	68.8	12.5	92	5.4	13	70.7	10.9
Age	16	12.5	56.3	31.3	0	92	12	28.3	50	9.8
Gender	16	6.3	50	37.5	6.3	92	6.5	30.4	54.3	8.7
Religion or Belief	16	6.3	18.8	68.8	6.3	92	5.4	13	69.6	12

Question 13

Challenge 5 – Fair services

“We have systems in place to ensure that we respond to the requirements of service users in service delivery.”

	Base	Agree fully		Partly agree		Disagree		Don't know	
		Count	%	Count	%	Count	%	Count	%
Race	108	59	54.6	40	37	5	4.6	4	3.7
Disability	108	68	63	37	34.3	2	1.9	1	0.9
Lesbian, Gay, Bisexual, Transgender	108	27	25	28	25.9	39	36.1	14	13
Age	108	55	50.9	42	38.9	7	6.5	4	3.7
Gender	108	42	38.9	39	36.1	20	18.5	7	6.5
Religion or Belief	108	31	28.7	26	24.1	38	35.2	13	12

	Councils					RSLs				
	Base	Agree fully	Partly agree	Disagree	Don't know	Base	Agree fully	Partly agree	Disagree	Don't know
		%	%	%	%		%	%	%	%
Race	16	50	50	0	0	92	55.4	34.8	5.4	4.3
Disability	16	56.3	43.8	0	0	92	64.1	32.6	2.2	1.1
Lesbian, Gay, Bisexual, Transgender	16	25	25	37.5	12.5	92	25	26.1	35.9	13
Age	16	50	50	0	0	92	51.1	37	7.6	4.3
Gender	16	31.3	43.8	12.5	12.5	92	40.2	34.8	19.6	5.4
Religion or Belief	16	31.3	25	31.3	12.5	92	28.3	23.9	35.9	12

Question 14

Challenge 6 – Fair employment and governance

6a. Thinking about our workforce, the composition reflects the community we serve.

	Base	Agree fully		Partly agree		Disagree		Don't know	
		Count	%	Count	%	Count	%	Count	%
Race	107	53	49.5	23	21.5	17	15.9	14	13.1
Disability	107	31	29	20	18.7	32	29.9	24	22.4
Lesbian, Gay, Bisexual, Transgender	107	16	15	5	4.7	8	7.5	78	72.9
Age	107	34	31.8	34	31.8	14	13.1	25	23.4
Gender	107	40	37.4	30	28	16	15	21	19.6
Religion or Belief	107	14	13.1	12	11.2	7	6.5	74	69.2

	Councils					RSLs				
	Base	Agree fully	Partly agree	Disagree	Don't know	Base	Agree fully	Partly agree	Disagree	Don't know
		%	%	%	%		%	%	%	%
Race	16	37.5	6.3	25	31.3	91	51.6	24.2	14.3	9.9
Disability	16	25	6.3	25	43.8	91	29.7	20.9	30.8	18.7
Lesbian, Gay, Bisexual, Transgender	16	12.5	0	18.8	68.8	91	15.4	5.5	5.5	73.6
Age	16	25	18.8	12.5	43.8	91	33	34.1	13.2	19.8
Gender	16	31.3	12.5	25	31.3	91	38.5	30.8	13.2	17.6
Religion or Belief	16	12.5	6.3	12.5	68.8	91	13.2	12.1	5.5	69.2

Question 15

Challenge 6 – Fair employment and governance (RSLs ONLY)

6b. Thinking about your organisation, governing body, its membership and governors reflect the wider community that we serve.

	Base	Agree fully		Partly agree		Disagree		Don't know	
		Count	%	Count	%	Count	%	Count	%
Race	90	41	45.6	22	24.4	14	15.6	13	14.4
Disability	90	43	47.8	21	23.3	6	6.7	20	22.2
Lesbian, Gay, Bisexual, Transgender	90	9	10	5	5.6	3	3.3	73	81.1
Age	90	27	30	30	33.3	19	21.1	14	15.6
Gender	90	35	38.9	25	27.8	15	16.7	15	16.7
Religion or Belief	90	10	11.1	8	8.9	3	3.3	69	76.7

Question 16

Challenge 7 – Monitoring

Thinking about how we measure our achievements in relation to targets:

“We have systems in place which evidence progress in relation to our targets.”

	Base	Agree fully		Partly agree		Disagree		Don't know	
		Count	%	Count	%	Count	%	Count	%
Race	107	34	31.8	35	32.7	29	27.1	9	8.4
Disability	107	32	29.9	37	34.6	30	28	8	7.5
Lesbian, Gay, Bisexual, Transgender	107	8	7.5	13	12.1	66	61.7	20	18.7
Age	107	18	16.8	33	30.8	45	42.1	11	10.3
Gender	107	19	17.8	31	29	44	41.1	13	12.1
Religion or Belief	107	9	8.4	12	11.2	68	63.6	18	16.8

	Councils					RSLs				
	Base	Agree fully %	Partly agree %	Disagree %	Don't know %	Base	Agree fully %	Partly agree %	Disagree %	Don't know %
Race	16	31.3	50	18.8	0	91	31.9	29.7	28.6	9.9
Disability	16	18.8	56.3	25	0	91	31.9	30.8	28.6	8.8
Lesbian, Gay, Bisexual, Transgender	16	12.5	12.5	62.5	12.5	91	6.6	12.1	61.5	19.8
Age	16	18.8	50	25	6.3	91	16.5	27.5	45.1	11
Gender	16	18.8	31.3	43.8	6.3	91	17.6	28.6	40.7	13.2
Religion or Belief	16	12.5	18.8	62.5	6.3	91	7.7	9.9	63.7	18.7

Question 17

Challenge 8 – Continuous improvement

Thinking about how we ensure continuous improvement;

“We have in place systems that enable us to reflect on our work and use the lessons learned to inform future plans, targets and service delivery.”

	Base	Agree fully		Partly agree		Disagree		Don't know	
		Count	%	Count	%	Count	%	Count	%
Race	106	36	34	50	47.2	11	10.4	9	8.5
Disability	106	41	38.7	46	43.4	13	12.3	6	5.7
Lesbian, Gay, Bisexual, Transgender	106	11	10.4	21	19.8	54	50.9	20	18.9
Age	106	30	28.3	45	42.5	21	19.8	10	9.4
Gender	106	29	27.4	37	34.9	26	24.5	14	13.2
Religion or Belief	106	12	11.3	24	22.6	53	50	17	16

	Councils					RSLs				
	Base	Agree fully	Partly agree	Disagree	Don't know	Base	Agree fully	Partly agree	Disagree	Don't know
		%	%	%	%		%	%	%	%
Race	16	25	62.5	0	12.5	90	35.6	44.4	12.1	7.8
Disability	16	25	56.3	6.3	12.5	90	41.1	41.1	13.3	4.4
Lesbian, Gay, Bisexual, Transgender	16	6.3	31.3	37.5	25	90	11.1	17.8	53.3	17.8
Age	16	18.8	56.3	12.5	12.5	90	30	40	21.1	8.9
Gender	16	12.5	50	18.8	18.8	90	30	32.2	25.6	12.2
Religion or Belief	16	6.3	37.5	37.5	18.8	90	12.2	20	52.2	15.6

Question 18

Please indicate what the key drivers have been for your organisation taking action in relation to equalities (tick your top four reasons in order of priority).

DRIVER	Base	Count	%
Legislation	106	99	93.4
Key commitment of our organisation	106	88	83
Communities Scotland Assessment Framework	106	77	72.6
Community profile	106	62	58.5
Opportunity to work with other partners	106	33	31.1
Desire to work in new ways	106	27	25.5
Staff interest	106	26	24.5
Other	106	6	5.7
Funding Opportunity	106	6	5.7

Question 19

Please indicate the ways in which you have made use of the framework

Item	All			Councils			RSLs		
	Base	Count	%	Base	Count	%	Base	Count	%
Reviewing - our documents	106	80	75.5	16	10	62.5	90	70	77.8
Reviewing - our practice	106	80	75.5	16	10	62.5	90	70	77.8
Planning - internally	106	75	70.8	16	11	68.8	90	64	71.1
Reporting - our performance	106	67	63.2	16	10	62.5	90	57	63.3
Planning - engagement with tenants	106	59	55.7	16	11	68.8	90	48	53.3
Reviewing - our communications - written	106	58	54.7	16	8	50	90	50	55.6
Setting - targets for performance measurement	106	51	48.1	16	8	50	90	43	47.8
Setting - standards for improvement	106	51	48.1	16	11	68.8	90	40	44.4
Reviewing - our communications - verbal	106	38	35.8	16	5	31.3	90	33	36.7
Reviewing - what has worked	106	36	34	16	5	31.3	90	31	34.4
Promoting - our commitments in this field	106	35	33	16	5	31.3	90	30	33.3
Planning - with partnership bodies	106	33	31.1	16	8	50	90	25	27.8
Reviewing - what has not worked	106	31	29.2	16	6	37.5	90	25	27.8
Reviewing - our workforce	106	27	25.5	16	4	25	90	23	25.6
Promoting - our work in this field	106	25	23.6	16	3	18.8	90	22	24.4
Promoting - our successes in this field	106	15	14.2	16	1	6.3	90	14	15.6

Section 4 – How the Regulator Supports the Assessment Framework

Question 20

Please indicate what actions you have found helpful from the Regulator:

Please tick all that apply - the total column represents the total respondents, not the total of the responses above.

Item	All			Councils			RSLs		
	Base	Count	%	Base	Count	%	Base	Count	%
Good practice examples	106	73	68.9	16	12	75	90	61	67.8
Performance standards	106	72	67.9	16	10	62.5	90	62	68.9
Thematic studies	106	55	51.9	16	12	75	90	43	47.8
Production of case studies	106	42	39.6	16	8	50	90	34	37.8
Inspections	106	25	23.6	16	5	31.3	90	20	22.2
Written advice and information	106	16	15.1	16	2	12.5	90	14	15.6
In person advice and information	106	6	5.7	16	1	6.3	90	5	5.6
Telephone advice and information	106	5	4.7	16	2	12.5	90	3	3.3

Question 22

On the whole, how would you rate the Regulator’s ability to assist housing providers in this field? (tick only one)

	All			Councils			RSLs		
	Base	Count	%	Base	Count	%	Base	Count	%
Very helpful	106	6	5.7	16	1	6.3	90	5	5.6
Helpful	106	49	46.2	16	9	56.3	90	40	44.4
No opinion	106	36	34	16	4	25	90	32	35.6
Not very helpful	106	12	11.3	16	2	12.5	90	10	11.1
Very unhelpful	106	3	2.8	16	0	0	90	3	3.3



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