



WGHC

Our tenants are paramount in everything we do

APPROPRIATE LANGUAGE POLICY

This policy was approved by the Committee of Management on Wednesday 17th July 2024. It should be reviewed again no later than June 2027.

The policy has been assessed through the organisational impact assessment process.

We can, if requested, produce this document in different formats such as larger print or audio-format. We can also translate the document into various languages, as appropriate.

SCOTTISH HOUSING REGULATOR STANDARDS

STANDARD 1

The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

STANDARD 2

The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. Its primary focus is the sustainable achievement of these priorities.

STANDARD 3

The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.

STANDARD 4

The Governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

STANDARD 5

The RSL conducts its affairs with honesty and integrity.

STANDARD 6

The Governing body and senior officers have the skills and knowledge they need to be effective.

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West Granton Housing Co-operative Limited is a fully mutual housing co-operative registered as a social landlord with the Scottish Housing Regulator (HAC 225); and is a registered society under the Co-operative and Community Benefit Societies Act 2014 (2357 RS).



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1.0 INTRODUCTION

This policy was developed jointly between West Granton Housing Co-operative and Doctor Stewart Montgomery, Montgomery Housing and Equality Services. If this document is copied, either in part or in full, then joint authorship should be noted on any copy.

2.0 BACKGROUND

2.1 Rationale for our appropriate language policy

We have developed this policy to promote appropriate and positive language in line with our equalities and diversity policy.

This document is also essential in meeting regulatory standards in respect of promoting respect for other individuals.

For instance, the **Scottish Social Housing Charter**, Outcome 1, specifies:

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

To achieve this objective, using appropriate language is very important as this is central to promoting respect for other people.

This policy, it is emphasised, is part of our equality strategy and, as such, is a governance policy that applies to all organisational services.

This policy has practical implications, too, as language use is one of the issues that we evaluate as part of our organisational equality impact assessments.

Finally, this policy is implemented into practice through our appropriate language procedure (staff guide).

2.2 Summary

Our appropriate language policy describes core objectives that we apply to promote positive language throughout all organisational documentation. This policy is translated into practice through our appropriate language procedure, as well as being central to the equality impact assessment process in use at WGHC.

3.0 POLICY OBJECTIVES

We promote appropriate language usage by:

- ❖ using quality standards to evaluate language usage as part of our equality impact assessment process;
- ❖ incorporating appropriate language throughout our public information;
- ❖ communicating with tenants using methods that reflect their stated preferences;
- ❖ promoting appropriate language with partner organisations with which we work;

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- ❖ delivering staff training that encourages staff to reflect consciously on the importance of language in creating positive and/or negative views about other people;
- ❖ monitoring the implementation of this policy through our equality impact assessment process;
- ❖ addressing any complaints received relating to language use;
- ❖ consulting about this policy statement with tenants and service users through our Tenant Participation Strategy; and
- ❖ reviewing this policy regularly, as appropriate.

3.1 Summary

Our appropriate language use policy statement sets out the principles that we use to develop appropriate language throughout all organisational services. This is achieved in practice through our equality impact assessment process taking account of our appropriate language guide.

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