



EQUALITY & DIVERSITY

Policy Summary



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1. Statement of Intent

The Association recognises the importance of its role as employer, service provider and purchaser of goods and services in eliminating all forms of discrimination and harassment, and in promoting tolerance, fairness and equality. It also recognises that the aims of the Association's Business Strategy will only be achieved by taking into account the diverse nature of our communities.

The Association will aim to ensure that no individual or group is treated less favourably on the grounds of race, gender, gender reassignment, disability, sexual orientation, religion or belief, age, marriage and civil partnership, and pregnancy and maternity. We aim to recognise the needs of individuals and treat each person in employment or through service provision with dignity and respect.

We expect employees of the Association to promote the spirit of this policy and to recognise that they have a duty not to discriminate against anyone in carrying out their duties.

The Association is committed to identifying and removing unnecessary bureaucratic barriers that may prevent equal access to employment and in the delivery of services. We will monitor Board membership, employment, service delivery and other activities in relation to equality to identify whether our policies and procedures are improving access for communities and individuals who face discrimination and disadvantage.

We will prioritise our efforts according to the demographic context of the communities we serve whilst also fulfilling our obligations under the requirements of relevant statute and codes of practice designed to protect minority groups and promote equality of opportunity

This policy is supported by an Equality and Diversity Strategy and Action Plan to form a single equality and diversity scheme.

2. Legislation

The Association will comply with the Equality Act 2010 and follow guidance and good practice recommended by our Regulator, National Housing Federation and the Equality and Human Rights Commission.

3. Equality Impact Assessments

Equality impact assessments will be carried out to ensure that no individual or group is treated less favourably. Where an adverse affect is identified that cannot be justified objectively, alternative action will be considered in order to promote equality and lessen the adverse impact.

4. Recruitment and Employment

The Association's commitment to equal access for all is clearly stated in our Recruitment and Selection policy. We aim to have a workforce where each employee feels respected and able to give their best.

A staff profile in respect of age, gender, ethnicity and disability is in place and will be used as a means of identifying under represented groups within the Association and devise strategies to overcome these gaps.

The Association has adopted a range of flexible working and leave policies to assist staff in balancing the needs of work and home commitments.

The Association will value and respect the identities and cultures of all employees and where practical will endeavour to meet the needs of those employees who may have particular cultural and/or religious needs.

The Association is committed to providing a workplace that is free from harassment, victimisation and discrimination by ensuring that all staff are fully aware of their rights, responsibilities and expectations with regard to their conduct and the principles of this policy. We aim to develop a workplace where harassment is known to be unacceptable and individuals can feel confident enough to bring complaints without fearing prejudice.

The Association will ensure that employees are not subject to less favourable treatment due to their sexual orientation. Employees in same sex relationships will be treated equally and offered the same family friendly policies as heterosexual couples.

5. Access to Services

The Association will ensure that in the provision of its services, no individual or group is disadvantaged in terms of selection for housing, quality of housing or the subsequent service they receive. The specific needs of minority groups will be taken into account in a manner that promotes equality and inclusiveness

The Association will ensure that the lettings and other housing policies and procedures will not discriminate directly or indirectly in relation to the nine protected characteristics. All tenancies will be let in an open and accountable way that prevents discrimination and gives equal access to all groups of applicants. We will maintain effective monitoring and review systems to prevent discrimination.

6. Resident Involvement

Through its Resident Involvement Policy and Strategy the Association aims to offer a range of consultation and involvement techniques to ensure that all residents have the opportunity to participate. We currently consult and involve residents through home visits, newsletters, satisfaction surveys, residents meetings, questionnaires, focus groups, Scrutiny Panel, Resident Panel and Board membership.

Feedback from residents is used to improve and shape services. The information will be analysed to help ensure that services are being provided in appropriate ways and to the equal satisfaction of minority groups.

The effectiveness of each method used to consult and involve residents will be measured by impact assessments. The results of these will be reported to the Board and publicised to residents.

7. Harassment, Hate Crime and Domestic Violence

The Association's Harassment, Hate Crime and Domestic Violence policies clearly state that we will not tolerate harassment, hate crime or domestic violence.

The Association will take swift action against the perpetrators of harassment, hate crime and domestic violence; work with local authorities and other agencies to ensure support, advice and information is provided for victims; and do what

we can to ensure that harassment and hate crime does not take place in our communities and that residents feel comfortable reporting any incidents to us.

8. Procurement of Services

In the procurement of goods and services, the Association recognises its responsibility to ensure that there is no discrimination in the allocation of work and to promote equality issues.

We will ensure that our contractors, consultants and suppliers have equality and diversity policies in place and demonstrate a commitment in both provision of services and their employment practices.

9. Governance

The Association's Board will aim to have a composition with a range of backgrounds, skills, experience and diversity that is broadly reflective of the communities we serve. The Board will maintain an up to date awareness of equality issues and ensure that all working practices and business activities reflect the principles of equality and diversity.



10. Governance

The Association is committed to providing a quality service, which meets the needs of our customers. However, sometimes things go wrong and when this happens we need to know about it to help us to improve our service. We are committed to dealing with all complaints fairly and reasonably and aim to resolve complaints effectively and as quickly as possible.

The Association will ensure that our complaints procedure is accessible to all groups. Complaints will be monitored to ensure that minority groups are not being unfairly treated.

11. Asset Management

The Association will be sensitive to the needs of all communities. We will work in liaison with local authorities to ensure that new developments promote balanced and sustainable communities and that the location and design of homes will not affect adversely or discriminate against, directly or indirectly, the needs of any particular community or group.

The Association's Disabled Adaptations policy aims to provide an individualised solution to the problems of a person experiencing a disabling environment by providing adaptations that are delivered sensitively, fit for the purpose identified by the disabled person and within a specified time scale.

12. Training

All employees, Board members and members of the Residents' Scrutiny Panel and Focus Groups will receive training to ensure that they understand and implement all aspects of this policy. The training will ensure that they have an appropriate knowledge of equality and diversity that relates to their roles and responsibilities and helps them to recognise the diverse needs of people and deliver high quality customer service.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفقادي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده که ویت، و یا بہ شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ ننگ. نہ گہ ر بیویستت بہ ز انباری زورتر، یارمہ تی و یا ناموزنگاری ہہ یہ، تکایہ پرسیار بکہ لہ گہ کیبک لہ کارمہ نده کان. (نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گذارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (اُبھری ہوئی کھائی، ہائینا اخصاص کے پڑنے کی کھائی) یا ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

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