

## WOMEN'S PIONEER HOUSING

Title	Equality, Diversity and Inclusion Policy (Residents)
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### 1. Purpose

- 1.1 Our Equality, Diversity and Inclusion (ED&I) Policy sets out our approach to equality, diversity and inclusion for residents. It is a declaration of our commitment to develop an organisation that is fully inclusive, where all our residents feel at home.

### 2. Policy Statement

- 2.1 At Women's Pioneer Housing (WPH) we champion equality, diversity and inclusion. We will develop a diverse and inclusive culture and treat residents as individuals, fairly and consistently.
- 2.2 We will pro-actively review our services from an equalities perspective and challenge discrimination should it ever arise.
- 2.3 We will ensure all our staff demonstrate the principles of equality, diversity and inclusion in all roles and in our everyday activities.

### 3. Definition

- 3.1 Although equality, diversity and inclusion are often used interchangeably they have different meanings which is why we use the full term throughout this policy.

**Equality** is the absence of discrimination based on a person's protected characteristic. The Equality Act 2010 was designed to legally end all types of victimisation and to advance equality of opportunity.

**Diversity** is the recognition and value of difference between people. Diverse workplaces create cultures and practices that values the differences of their staff.

**Inclusion** refers to an individual's experience within the workplace and in wider society.

- 3.2 Equality, diversity and inclusion are different, we recognise the need for each term to be progressed together.

### 4. Scope

- 4.1 This policy and procedure applies to all WPH residents, as well as applicants.
- 4.2 This policy may be amended at any time as the law and best practice develop.

### 5. Legislation/Regulation

- 5.1 The Equality Act 2010 became law in 2010. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Under the Equality Act, there are nine protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

- 5.2 Under the Equality Act people it is unlawful to discriminate, harass or victimise another person because they have any of the protected characteristics. There is also protection against discrimination where someone is perceived to have one of the protected characteristics.

- 5.3 Discrimination means treating one person worse than another because of a protected characteristic (known as direct discrimination) or putting in place a rule, or a policy, or a way of doing things that has a worse impact on someone with a protected characteristic than someone without one, when this cannot be objectively justified (known as indirect discrimination).
- 5.4 Harassment includes unwanted conduct related to a protected characteristic which has the purpose or effect of violating someone's dignity or which creates a hostile, degrading, humiliating or offensive environment for someone with a protected characteristic.
- 5.5 Victimisation is treating someone unfavourably because they have taken (or might be taking) action under the Equality Act or supporting somebody who is doing so.
- 5.6 We are committed to ensuring that no one is at a disadvantage when accessing our services. The following statements do not endeavour to detail how we would approach every scenario but are intended to provide a general overview ensuring that the services that we provide are tailored to the needs of our residents.
- 5.7 Reasonable adjustment is about adjusting our provision of services, which does not include aids and adaptations to our properties and common parts of a building. The term 'reasonable' is reliant on what we can do as an organisation without effecting our resources, efficiency and ability to practically carry out what is requested.
- 5.8 We aim to provide services that are accessible to all who require them; as a result of this we will:
- Ensure we get to know our residents and their individual needs;
  - Provide a range of ways for residents to contact us including phone, text, mail, email and an electronic account;
  - Provide alternative communication methods on request, such as Braille, foreign language interpreter, large print etc.;
  - Ensure residents are always able to select their preferred method of contact;
  - Tailor our services to meet the individual circumstances of our residents;
  - Ensure our offices are fully accessible to visitors;
- 5.9 We will continue to diversify service provision to meet the needs of our residents, where it does not have a negative impact on our resources, our efficiency and our practical ability to complete the request
- 5.10 We also recognise that people face discrimination, marginalisation and lesser opportunity because of their socio-economic background. We are committed to providing services which address the structural oppression faced by protected groups under the Equality Act and those from lower socio-economic backgrounds.

## **6. Responsibilities**

- 6.1 Under our Scheme of Delegations approval of the Equality, Diversity and Inclusion Policy is reserved to the Board with recommendations from the relevant sub-committee or the Executive as necessary.
- 6.2 Responsibility for implementing this policy lies with the CEO, who then delegates day to day responsibility to the Head of HR and Corporate Services.

## **7. Embedding equality, diversity and inclusion**

- 7.1 We aim to embed equality, diversity and inclusion into all aspects of our work by:
- a) Demonstrating strong and visible leadership, evidencing commitment, ownership and genuinely positive attitudes
  - b) Developing a culture promoting equality, diversity and inclusion in all areas of our services where all residents feel welcome and able to be themselves.
  - c) Setting clear expectations for the Board, staff, contractors and residents.
  - d) Creating an environment free of bullying, harassment, victimisation and unlawful discrimination
  - e) Building an accurate profile of our residents.
  - f) Adapting our services to meet the diverse needs of our residents.
  - g) Mainstreaming equality, diversity and inclusion in all of our resident focussed policies.
  - h) Visibly celebrating and championing equality, diversity and inclusion e.g. religious holidays, LGBTQ Pride, campaigns to challenge racism such as Black Lives Matter or the achievements of people in protected groups.
  - i) Making reasonable adjustments for those accessing our services as outlined above.

## **8. Using robust, reliable equalities data to target action**

8.1 We aim to use robust, reliable equalities data to assess how our policies are working in practice, carrying out equalities impact assessments and taking action to address any issues

8.2 We will monitor with a clear focus on each of the protected characteristics under the Equalities Act and will aim to develop monitoring criteria to incorporate socio-economic background.

## **9. Complaints**

9.1 We will take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by staff, contractors or fellow residents. We will investigate fairly and impartially and will take swift action to address any discriminatory action.

## **10. Related policies**

10.1 The Equality, Diversity and Inclusion policy for employees.

## **11. Review**

11.1 This policy will be formally reviewed at least once every three years and changes will be communicated to all staff.