

Title:	Equality, Diversity and Inclusion Policy (Residents)
Issue Date:	Immediate
Effective Date:	November 2025
Document Owner:	Laura Hagan
Post of Document Owner:	Housing Manager
Date Approved by SMT:	September 2025
Date Approved by HASC:	October 2025
Date Approved by Board:	December 2025
Version Number:	3
Date of Next Review	December 2025

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 respected, represented, and at home, regardless of their background or personal characteristics.

2. Policy Statement

- 2.1 At Women's Pioneer Housing 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 expect all our staff to actively uphold the principles of equality, diversity and inclusion in their daily interactions with residents and colleagues

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 means ensuring people are not treated less favourably because of a protected characteristic and that everyone has equal access to services and opportunities.

Diversity is recognising and valuing the full range of differences between people in WPH communities. This includes visible and invisible differences and understanding that everyone brings unique perspectives and experiences.

Inclusion refers to is about ensuring that individuals feel respected, valued, and able to fully participate in their community and in the services they receive, including in their housing environment.

- 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 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.

Reasonable adjustments are about adapting how we provide our services . This does not include physical aids and adaptations to our properties and common parts of a building. Requests for physical alterations to homes are handled separately through our aids and adaptations policy.

The term 'reasonable' refers to what is practical for us to do as an organisation, taking into account our resources, efficiency, and ability to 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;
 - Advertise the different ways WPH services can be accessed.
- 5.9 We will continue to diversify service provision to meet the needs of 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.
- 5.11 We will review the demographic makeup of WPH residents every three years to ensure that our services continue to reflect the EDI needs of residents.
- 5.12 WPH will follow the most up to date legal definitions when referring to sex and gender within our policies and service delivery. This ensures that our approach remains compliant with current legal standards, particularly in relation to services designated for women.

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 Staff are expected to raise any concerns about discriminatory behaviour they witness or become aware of, in line with WPH safeguarding and whistleblowing procedures

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.

Celebrating diversity through events, awareness campaigns and recognition of key cultural and social milestones, such as religious holidays, LGBTQ+ Pride, and contributions of people from Black and other ethnic minority communities.

- i) Making reasonable adjustments for those accessing our services as outlined above.
- j) Training staff to ensure they reflect our approach to EDI

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 Equality Act and will aim to develop monitoring criteria to incorporate socio-economic background.
- 8.3 We will consult with residents where appropriate when developing or changing policies likely to impact specific groups.

9. Complaints

- 9.1 We will take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by staff, contractors. We will investigate fairly and impartially and will take swift action to address any discriminatory action.
- 9.2 Residents can make complaints through our Complaints Policy, which is available on our website or in print upon request.
- 9.3 Where complaints are upheld, appropriate action will be taken in line with our disciplinary or tenancy enforcement procedures.
- 9.4 All complaints will be handled sensitively, and appropriate support will be offered to those affected.

10. Legislation and relevant WPH Policies and Procedures

10.1 Regulatory and legal considerations include:

- Human Rights Act 1998 (Article 8 and 14)
- Equality Act 2010
- Social Housing Regulation Act 2023
- Housing Act 1996

- Care Act 2014
- General Data Protection Refulation 2018

10.2 In addition, there are other WPH policies and obligations that influence this policy, they include:

- Equality, Diversity and Inclusion Policy
- Aids and Adaptations Policy
- Allocations and Lettings Policy
- Safeguarding Policy
- Anti-Social Behaviour Policy
- Evictions Policy
- Tenancy Sustainment Policy
- Unacceptable Behaviour Policy