



EQUALTIES AND DIVERSITY GROUP POLICY STATEMENT

POLICY IMPLEMENTATION CHECKLIST	
Policy Guardian:	Business Services Director
Author:	Business Services Director
Version number:	1.0
Approved by Chief Executive on:	June 2015
Approved by Caledonia and Cordale Governing Bodies:	June 2015
Effective from:	June 2015
Approved by Bellsmyre Governing Body:	December 2016
Due for review on:	June 2018
Diversity compliant:	Yes
Equality Impact Assessment required:	Yes
Data Protection compliant:	Yes
Health & Safety compliant:	Yes
Procedure implemented:	Yes
QL system changes made:	No
KPIs / reporting arrangements implemented:	Yes
Training Completed:	No
Posted on intranet:	December 2016
Posted on website:	
Publicity material issued:	
Business Services – Implementation Review:	

This document can also be provided in large print, braille, audio or other non-written format, and in a variety of languages

EQUALITIES AND DIVERSITY GROUP POLICY STATEMENT

As a landlord, service provider and employer we aim to:

- Ensure respect, fairness and understanding.
- Value and embrace diversity and eliminate discrimination.

In order to achieve this, we are committed to:

- Treating all individuals fairly and not discriminating on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- Opposing, eliminating and ensuring zero tolerance towards all forms of unlawful discrimination, harassment and victimisation.
- Advancing equality of opportunity and fostering good relations between people from different equality groups.
- Ensuring our services reflect and are informed by the diverse nature of our customers, their individual needs and the communities where they live.
- Identifying and removing any barriers preventing or restricting access to our services and activities, and demonstrating equality of opportunity in all areas of service provision.
- Actively promoting our activities and services throughout the communities where we work, including identifying and engaging with minority or hard to reach groups.
- Gathering and maintaining information that enables us to understand the needs and preferences of our tenants, residents and other customers, using this to shape our policies and services.
- Engaging contractors, consultants and partners that can demonstrate a commitment to equality and diversity through upholding the values of respect, fairness and understanding.
- Striving for a representative and diverse workforce, which helps maintain an organisational culture that respects and values difference.
- Providing a working environment that recognises the individual needs of staff, where each employee feels respected and able to give of their best.
- Training and equipping staff to respond to specific individual needs of tenants, residents and other customers, in order to provide the best possible customer service.
- Openly publicising this Policy Statement, clearly communicating our commitment to equalities and diversity to all staff, tenants, residents and other customers.
- Ensuring our governance, participation and scrutiny arrangements are inclusive and representative.
- Meeting our moral and social obligations, complying with legal requirements, fulfilling regulatory expectations, and taking account of and implementing good practice.

If you feel we have not lived up to our commitments, please let us know:

Tenants and Customers: **Telephone 0800 678 1228 Email info@caledoniaha.co.uk**

Staff: **Contact [Human Resources](#)**

COMMONLY USED TERMS AND DEFINITIONS

<u>Term</u>	<u>What this means</u>
Equality	Making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but about recognising that their needs are met in different ways.
Diversity	Refers to the range of individual differences demonstrated amongst the population. By embracing diversity we attach value to individuality, including background, culture, skills, attitudes and experience as well as personal characteristics.
The Equality Act 2010	The law that protects the rights of individuals and advances equality of opportunity for all.
Protected Characteristics	The grounds upon which discrimination is unlawful: Age; Disability; Gender Reassignment; Marriage, and Civil Partnership; Pregnancy & Maternity; Race; Religion or Belief; Sex; and Sexual Orientation.
Direct Discrimination	Treating someone less favourably than others because of a protected characteristic.
Indirect Discrimination	Applying an apparently neutral policy, practice, procedure, provision or criteria that unjustly disadvantages people that share a particular protected characteristic.
Discrimination by Association	Discrimination against a person because they have an association with someone with a particular protected characteristic. For example, a non-disabled person is discriminated against because they care for a disabled dependent.
Discrimination by Perception	Discrimination against a person because they are wrongly thought to have a protected characteristic or are treated as if they do.
Harassment	Conduct that violates a person's dignity or creates a hostile, degrading, humiliating, offensive or intimidating environment. The intention of the perpetrator is irrelevant; it is the impact on the individual which determines whether harassment has taken place.
Victimisation	Treating someone less favourably and discriminating against them because they have pursued or intend to pursue their rights relating to alleged discrimination, complained about the behaviour of someone harassing them or given evidence in someone else's discrimination complaint.
Positive Action	Lawful actions that can be taken to address representation imbalances or overcome disadvantages that people who share a protected characteristic have experienced.
Reasonable Adjustments	Arrangements made to assist an individual in overcoming difficulties or disadvantage experienced, in relation to employment or accessing goods and services, because of a disability.

Caledonia Housing Association is the trading name of Caledonia Housing Association Ltd. Registered Office: 5 South St. John's Place, Perth, PH1 5SU. A registered society under the Co-operative and Community Benefit Societies Act 2014 – Reg. No. 2343R(S). Scottish Housing Regulator Reg. No. HEP224. Scottish Charity No. SC013988. Care Inspectorate No. SP2003001618. Property Factor Reg. No. PF000222.

Bellsmyre Housing Association is the trading name of Bellsmyre Housing Association Ltd, Registered Office – 16 Merkins Avenue, Dunbarton, G82 3EB
Bellsmyre Housing Association Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014 – Reg. No. 2411R(S)
Scottish Housing Reg. No. HCB235, Scottish Charity No. SC03896. Property Factor Registered No. PF000266.

Cordale Housing Association is the trading name of Cordale Housing Association Ltd, Registered Office – 1 Red Row, Renton, Dunbartonshire, G82 4PL
Cordale Housing Association Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014 – Reg. No. 238R(S)
Scottish Housing Regulator Reg. No. HEP 259. Scottish Charity No. SC032859. Property Factor Registered No: PF00319