



CARE HOUSING ASSOCIATION

EQUALITY, DIVERSITY AND INCLUSION POLICY

STATEMENT

Purpose

Care Housing Association (Care) believes that access to work opportunities, housing and the services we provide should be based on merit, equality, fairness and need, and that no one should be treated less favourably on the basis of a protected characteristic (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation), social class, physical appearance or any other grounds.

We recognise the value of diversity in our staff team, and on our Board, and we seek to create an inclusive organisation that meets the needs of our diverse customers. Our published values are intended to reflect this, and we expect everyone who works for us or with us to share this belief and to support us in achieving this goal.

Statement

Care will not tolerate any form of discrimination. Our aim in everything we do is to make sure that all of our customers, colleagues and stakeholders are treated fairly and equitably, without discrimination or prejudice. This policy statement represents our intention to prevent discrimination occurring in any aspect of our work, to promote equality of opportunity, inclusion, good relations and to comply with the law.

Registered providers of social housing are required to treat all tenants with fairness and respect, this includes consideration of protected characteristics and support needs. The law defines discrimination as being either direct or indirect:

- Direct discrimination is where a person is treated less favourably than another in the same or similar circumstances.
- Indirect discrimination is where a condition or requirement is applied which, although applied equally, has a disproportionately adverse effect on particular sections of the community (e.g. particular ethnic groups, people with disabilities or people of a certain sex), cannot be justified as reasonable and necessary, and results in an individual person or group of people suffering a loss.

We will be as proactive as possible in dealing with equality and diversity issues, and ensuring our services, policies, recruitment practice and premises are adapted and amended as necessary to ensure equality and fairness. One way in which we do this is by actively seeking to understand the housing and communication needs of our customers and to adapt our methods as appropriate.

Scope

This Equality, Diversity and Inclusion Policy Statement covers all aspects of our work:

- As a provider of specialised supported housing and services
- As a housing developer
- As an employer
- As a purchaser of goods and services

We want everyone involved with Care to feel that:

- They are treated with respect and feel valued regardless of their personal attributes or circumstances.
- Everyone has equal access to the services we provide, and know that we will make adjustments, where reasonable, to meet needs of individual customers, colleagues and job applicants.
- We promote equity in the workplace.
- We will listen to our customers, make every effort to understand their needs and try our best to meet them.

Equality, Diversity and Inclusion training is mandatory for all of Care's employees through their induction and at least every 2 years. Operating in accordance with this Policy Statement is expected from all Board members, employees, contractors and consultants.