

Equality & Diversity

Policy Document

Purpose

This policy provides a framework to ensure that everyone is treated fairly according to their needs, merits and abilities and given the chance to achieve their full potential.

We will help give a voice to disadvantaged communities and neighbourhoods, and to vulnerable and hard-to-reach groups, ensuring that they are heard and their rights respected.

Principles

We will recognise, value and celebrate diversity in our neighbourhoods; in the wider community; and in the people who work with and for us.

We will work to ensure that all levels of the organisation reflect the diversity of the communities in which we work and that everyone has the same access to employment, training and staff development opportunities.

We will ensure that our homes and services are accessible and fair to everyone and will consult and communicate with our customers and others to ensure they remain relevant to the needs of our communities.

We will make sure that there is no discrimination in the recruitment, selection or treatment of our employees. Individuals will be treated solely on their ability to meet the job requirements.

We will comply with all relevant legislation in force in the UK relating to discrimination in employment and in the provision of facilities and services.

We will provide an open, positive working environment for our employees and support them fully in case of bullying, victimisation, harassment, discrimination or unacceptable behaviour of any kind.

We will meet the regulatory requirements of the Audit Commission, the Housing Corporation and its successors in relation to equality and diversity.

We will ensure that everyone who works for, or represents Accent Group is fully aware of the importance of this policy and their responsibilities for its implementation.

We will offer our tenants a variety of opportunities to get involved in improving and shaping the services we offer.

We will work to ensure that our equality and diversity principles are embedded in the tendering process and that there are E&D KPI's built into the performance framework.

We will gather and act on information that enables us to measure our effectiveness, reviewing and developing our services and policies so that they meet the needs of all members of the community.

We will measure customer satisfaction with our homes and services, working to ensure that different client groups are all equally satisfied and providing an effective complaints resolution process in the event we fall short of expectations.

We will actively promote and communicate our policy on equality and diversity so that everyone with whom we come into contact is aware of their right to fair treatment.