



Empowering People.
Inspiring Communities.

Equality and Diversity Policy

Equality and Diversity Statement

In the interests of fairness we have gone further than the law which only looks at unfair treatment based on the protected characteristics of age, gender and so on. Instead we have adopted the following definition of unfair treatment:

'Giving someone preferential treatment over another without any proper justification.'

We will ensure that any complaints of unfairness are fully investigated by a person not involved in dealing with the case and reported fully to the Quality Panel who may recommend further actions.

Policy Statement

- We are committed to ensuring equality of opportunity and access to all our services.
- We recognise that differences between people must be respected and that everyone has the right to their distinctive and diverse identities.
- We value diversity within the community and organisation and recognise that it can enrich people's experiences and lives.
- We realise that equality of opportunity and management of diversity are vital to the promotion of an inclusive society and the reduction of disadvantage.
- We want to continue to develop good relationships based on integrity and equality.

- We will make our services accessible and responsive to the needs of the communities with whom we work and individuals using our services as customers, employees, contractors or consultants.
- We will ensure that equality and diversity issues are mainstreamed into all areas of work and built into the overall drive for continuous improvement. This will improve our ability to deliver good quality services.
- We will set out our commitment to equality and diversity within our Local Standards.

Equality Objectives

Our Equality Objectives as set out in our Local Standards commit us to ensuring that:

- We will treat all customers with fairness and respect.
- We will offer an induction loop for our hard of hearing customers and try to do as much as we reasonably can to assist our customers with a disability.
- We will consider requests for adaptations to properties and will co-operate with relevant organisations to provide an adaptations service that meets the needs of our tenants.
- We will have an Allocations Policy that is fair and clear which will be published on our website.
- We understand the different needs of tenants, including equality issues and additional support needs and work closely with other agencies to offer appropriate referrals.

EPIC Telephone numbers

Customer Services

01782 252575

07838 906952

Tenancy Management

01782 252572

Income Services

01782 252581

Repair line

0800 694 0434

Please let us know if you would like this leaflet in an alternative format, for example large print.

March 2015