

A diverse group of people in business attire standing together. The group includes men and women of various ethnicities, some in suits and some in more casual business wear. They are all smiling and looking towards the camera.

Equality & Diversity Policy

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You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]



STATUS (Draft / Approved / Updated / Archived)	REFERENCE
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Important Notice: Printed paper copies of this procedure are uncontrolled . The current version of this procedure is available on the Intranet	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1			21/11/06	AP	Board

Summary of most recent changes:

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EQUALITY AND DIVERSITY POLICY

1. Introduction

Gloucester City Homes is committed to equal opportunities and diversity in both the way we provide services and in the way we recruit and employ staff. We will endeavour to ensure that all employees, potential employees, clients and customers are treated fairly and consistently with respect to, and in accordance with, the principles of equal opportunities and human dignity. We are committed to valuing diversity in the workplace and in the community we serve, recognising our legal and moral responsibilities to be fair.

We will ensure that, during their dealings with us, no one is treated less favourably on the grounds of race, colour, gender, language, age, religion or belief, disability, sexual orientation, or any other grounds (as outlined in the Human Rights Act 1998), which cannot be justified.

We will ensure that the vision and values of the Company support and enforce our commitment to equalities and diversity: -

Gloucester City Homes Mission Vision and Values

Our Mission:

“To provide a better quality of life to every tenant and leaseholder of Gloucester City Homes by delivering exceptional services and providing decent homes in successful communities.”

Our Values:

PRIDE:

We will act responsibly and will enable our tenants & leaseholders to take pride in their homes and communities through effective service delivery. Equally, we are proud of our staff and will recognise their achievement and success. We will work in partnership with the Council, our residents, staff and partners to build strong and successful communities.

QUALITY:

Our aim is to be the best social housing agency in the country, delivering outstanding customer service and looking to improve continuously. We will listen; responding quickly and fairly to our tenants & leaseholders and employees needs to ensure we achieve our targets and standards.



INTEGRITY:

We will say what we do and do what we say, publishing clear standards, monitoring performance and providing efficient, value for money services. We will be a caring and responsible agency, respecting every tenant & leaseholder and every employee by being honest and fair in all our decisions.

INNOVATION

We will be creative and dynamic in delivering our services, anticipating tenant & leaseholder needs and planning accordingly. We will strive to be a national leader of excellence through challenging existing practices, working together as a team and never accepting mediocrity.

Our Vision:

"To be a first class social housing agency, delivering modern, efficient, high quality customer-focused services so that we can provide an excellent quality of life for our tenants & leaseholders in their homes and their community."

Commitment to Action

Gloucester City Homes will ensure that this Equality and Diversity policy underpins all our other policies, service plans, procedures and systems.

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2. Gloucester City Homes' Obligations and the Law

Gloucester City Homes has obligations to eliminate unlawful discrimination within the following legislative framework:

Relevant Legislation:

- Equal Pay Act 1970
- Rehabilitation of Offenders Act 1974
- Sex Discrimination Act 1975 (Amended 2003)
- Race Relations Act 1976
- Fair Employment (Northern Ireland) Act 1976 (Amended 1989)
- Disability Discrimination Act 1995 (Amended 2003)
- Asylum and Immigration Act 1996
- Human Rights Act 1998
- Race Relations Amendment Act 2000
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Civil Partnerships Act 2004
- EC Directives – Equal Pay; Equal Treatment; Dignity at Work etc
- Employment Equality (Age) Regulations 2006

Codes of Practice:

- Age Diversity in Employment – Code of Practice
- Commission for Racial Equality – Code of Practice for the Elimination of Racial Discrimination in Employment
- Disability Discrimination Code of Practice – Rights of Access
- Equal Opportunities Commission – Code of Practice for the Elimination of Sex Discrimination in Employment
- CRE code of practice

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3. The Policy

Gloucester City Homes Equalities and Diversity policy relates to the following areas:

Employment

We will ensure that:

- Employees have equal access to jobs at every level within the organisation.
- Employees have equal opportunities for training, career development and for promotion.
- Adopt appropriate Positive Action initiatives designed to achieve a composition of a workforce, which closely mirrors the community we serve.
- All job applicants are treated with dignity and respect at every stage of their contact during the recruitment and selection process, in the arrangements for employment, and in the terms and conditions of employment.

Service Delivery

We will ensure that:

- We are in touch with our service users and able to respond rapidly to their changing needs.
- The services we are responsible for, whether provided by our own workforce or on our behalf, are made available to all with due regard to the principles of equal opportunities and fairness.
- Service users are treated with dignity and respect and in accordance with the principles of human rights.
- Our equality and diversity initiatives have a clear and positive impact on the service our customers receive.

Contracts

We will ensure that:

Contractors directly supplying us with goods or services or providing works for, or on our behalf, comply with the equal opportunities legislation of the United Kingdom, European Union Directives on equal opportunities and our Contract Equality Scheme.

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4. Policy Principles

In Relation to Equal Opportunities in Employment and Workforce Diversity

Our Commitment requires that:

- Recruitment and selection procedures comply with the letter and spirit of this policy.
- Recruitment and selection training is provided for all those involved in recruitment and only those employees who have received the appropriate training chair recruitment panels.
- We promote this policy in all job advertisements.
- We monitor every recruitment activity to discover whether we are receiving applications from all sections of the community and to ensure that the recruitment and selection process is carried out as objectively as possible, and within the remit of this policy.
- We accommodate specific individual needs such as sign language interpreters, during the recruitment process.
- Employees whose actions contribute to a breach of any part of this policy are subject to Gloucester City Homes disciplinary procedure.
- Personnel policies, procedures and other management practices and schemes comply with the letter and spirit of this policy.
- Our working environment is free of discrimination, harassment & bullying and values and respects the identities and cultures of our employees.
- Diversity issues are discussed openly and honestly and in a positive manner.
- Employees have equal access to training, career development, promotion and progression in line with their talent, ability and aspirations.
- Positive Action measures, where appropriate, to attract and retain employees from diverse backgrounds with a diversity of life skills, which may enrich the organisation.
- Unacceptable behaviours are always challenged and feedback is welcomed as part of the organisations continuous improvement.

In Relation to Access to Services

Our Commitment requires that:

- We provide services which are not patronising, without prejudice or stereotype and that we are fair, understanding and helpful.
- Employees are made aware of their rights and responsibilities under the policy and are equipped with key customer care skills necessary for delivering quality services to all customers. This entails workforce training in customer care skills, equal opportunities and cultural diversity awareness.
- Our public buildings and premises have adequate facilities and access to accommodate the needs of people with disabilities.
- Events, functions and activities organised by us are easily accessible and include appropriate provisions for the needs of people with disabilities eg: hearing loops, translation and interpretation support etc
- We provide translation and interpretation support for residents whose first language is not English in order to enable them to access services fairly and on equal terms. Similarly we will make information available in a range of formats in order to meet the needs of people with sight and other sensory disabilities (e.g. large print documents, Braille and British Sign Language).
- We set targets for equal opportunities in support of this policy, and adopt measures to proactively promote the policy and to deliver equal opportunities.

Ensuring Fairness, Consistency and Equality through Contracts and Supply of Goods and Services

Our Commitment Requires That:

Appropriate procedures aimed at ensuring that all individuals, companies or organisations who carry out work on our behalf comply with the equality legislation of the United Kingdom, the European Union Directives on equal opportunities and with our Contracts Equality Scheme.

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5. Monitoring, reviewing and evaluating performance

Our Commitment Requires That:

- We liaise with tenant representatives, minority groups, agencies etc. to promote equality of opportunity and to secure best value for our stakeholders.
- The Chief Executive will lead this policy and together with the management team actively promote a positive diversity culture for the company.
- The management team are ultimately responsible for the development, implementation and the progress of the equal opportunities policy objectives of their areas of responsibility.
- The effectiveness of the policy is monitored through the publication of Gloucester City Homes Equalities Plan. Furthermore, that every edition of the plan shall include equality targets and action plans which are **specific, measurable, achievable, realistic** and **time-scaled** for all sections of the organisation.
- Managers are proactive in implementing Gloucester City Homes Harassment and Bullying Policy including appropriate monitoring systems to ensure that the policy is observed in spirit and letter in their area.
- This policy is reviewed regularly in line with changes in legislation and the organisations objectives and priorities.

