

Equality, Diversity, Inclusion Policy

1 Purpose

- 1.1 This policy demonstrates how CHG will fulfil its equality, diversity and inclusion obligations in respect to the stated legal and regulatory standards.

2 Policy Statement

- 2.1 CHG is an equal opportunities employer and committed to the equal treatment of all persons throughout all aspects of the organisation, inclusive of recruitment; selection; promotion; termination of employment; and delivery of client services. The aim is to uphold these principles at all times and treat all people equally, and in accordance with the Equality Act 2010, avoiding direct and/or indirect discrimination.
- 2.2 CHG is a registered provider of social housing. As such it must adhere to standards determined by the Regulator of Social Housing. Under the consumer standards the landlord must demonstrate it understands the diverse needs of its tenants and provides services that are accessible to them. The adopted Code of Governance amplifies the points around employees and residents and also required EDI objectives to be adopted by the board.
- 2.3 CHG is also a funding partner with the Greater London Authority. As such it shall adhere to the EDI funding conditions that state:
- 2.3.1 Five minimum equality, diversity and inclusion standards; and
- 2.3.2 Produce and publish an Equality, Diversity and Inclusion Action Plan.

3 Protected Characteristics

- 3.1 The Equalities Act defines protected characteristics as the following: race, sex, sexual orientation, disability, religion and/or beliefs, being a transsexual person, new and expectant mothers, age, marriage and civil partnerships.
- 3.2 The policy shall interpret the protected characteristics to be widely, and will apply to the collection of information, the means of communication, and an assessment of the particular needs relating to the characteristics and subsets.

4 Employment

- 4.1 This policy forms part of our induction training programme and is available to our staff via our internal servers. All employees are fully trained on the policy and any breaches will be dealt with in accordance with our disciplinary procedures.
- 4.2 Consultation on, and communication of this policy is provided to all those who require it, including externally, upon request. Employees are assessed based on their skills, merits, and abilities. We do not discriminate against any person, based on any of the following protected characteristics, or any other:
- 4.3 Any plans of action will be included within the CHG EDI objectives and action plan. Equality and diversity is implemented and maintained throughout the group.

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- 4.4 Job Adverts are written based on the skills required, application forms do not contain any form of discriminatory questions, and the selection process is undertaken by at least two people within the organisation to ensure an unbiased decision is made. Please see our Recruitment & Selection policy for further details.

5 Tenants

- 5.1 CHG shall collect and use relevant information and data to:

- 5.1.1 understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and
- 5.1.2 assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.

- 5.2 CHG shall ensure that:

- 5.2.1 communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.
- 5.2.2 landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.

- 5.3 CHG shall provide tenants and prospective tenants support by a representative or advocate in interactions about landlord services.

6 Responsibilities

- 6.1 The Director is responsible for ensuring this policy is implemented and is supported by departmental managers as required. Managers are suitably trained on implementing equality and diversity throughout the organisation.

7 Performance, Monitoring and Evaluation

- 7.1 The board shall receive an annual EDI report stating progress toward collecting full and accurate EDI data; the composition of the collected data, and setting/updating objectives and actions according to that data.
- 7.2 This policy will be subject to review no later than three years from the date of approval, or sooner if a substantial change in circumstances requires.

<https://www.london.gov.uk/programmes-strategies/housing-and-land/housing-and-land-funding-programmes/homes-londoners-affordable-homes-programme-2021-2026/guidance-meeting-equality-diversity-and-inclusion-edi-funding-conditions?ac-62564=62562>