

# **Fyne Homes Ltd**

## **Equality and Diversity Policy**

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# Equality & Diversity Policy

## 1. Equality and Diversity Policy Statement

*We believe that every customer, member of staff and Committee member is entitled to be treated with openness, integrity and respect and that discrimination and disadvantage should be eliminated in all aspects of our service delivery management and employment practices.*

As an organisation we should meet the following challenges to:

- Understand value and welcome equality and diversity
- Ensure that all policies, processes and procedures reflect these commitments
- Measure, monitor, evaluate, impact assess and develop plans and report on progress in respect of equality and diversity
- Develop all staff to enable them to make a full contribution to meet objectives
- Support the use of flexible working patterns wherever possible to enable staff to balance work and life responsibilities
- Ensure that our customers receive fair and equal and diverse treatment

Fyne Homes recognises that development of equality and diversity is a continuous process. Regular reports will be presented to the Board based on the outcome of monitoring appropriate performance indicators and equality impact assessments to ensure equality and diversity objectives are met

- Fyne Homes is committed to ensuring and promoting equality and diversity. We are therefore opposed to unfair discrimination on any grounds.
- We are committed to developing an organisational culture which values people and the diverse contribution which each individual can make.
- We believe that every customer, member of staff and Committee member is entitled to be treated with openness, integrity and respect and that discrimination and disadvantage should be eliminated in all aspects of our service delivery, management and employment practices.
- In all our services we wish to have a workforce which reflects local communities with which we work. We therefore seek to encourage the recruitment, retention and career development from a diverse range of people as possible.
- We are committed to ensuring that selection, appointment and advancement of Committee members, staff and customers is on merit, on the basis of justifiable requirements and within our full commitment to equality and diversity.
- Staff should adopt a professional manner, treating everyone fairly and openly, whilst valuing and recognising the different contributions and needs of individuals.

This commitment is relevant to all we do, and includes anyone who represents us, while working for us, such as contractors and other agencies.

## **2. Equality and Diversity Strategy**

This strategy has been developed alongside the Association's equality and diversity policy statement which is within the body of this strategy. The strategy has been developed in line with regulatory and legislative requirements including the Equality Act 2010 and its duty.

We have also considered other internal and external performance requirements and pressures.

This strategy will enable Fyne Homes to continue to develop its commitment to equality and diversity. Further to this strategy we will develop an action and outcome plan.

The purpose of this strategy is to set the framework in which we will operate and perform providing equality and diversity in employment and service delivery.

The Association recognises that Management Committee representation should reflect the diverse communities we serve.

Senior Management is committed to participating in equality and diversity activities to drive the strategic goals of the organisation.

The Equality and Diversity Policy and Strategy will be endorsed at Committee level.

## **3. Responsibilities**

*All member of the Board should:*

- Understand our equality and diversity commitment
- Ensure that consideration has been given to mainstreaming equality and diversity in all areas of governance
- Be committed to achieving equality and diversity at all levels
- Be responsible and accountable for the development of equality and diversity within the organisation
- Review progress as part of the normal planning cycle and report back to staff
- Monitor the organisations equality and diversity performance
- Require Equality Impact assessments against any decisions you make.

*All managers of others should:*

- Understand our equality and diversity commitment
- Develop equality and diversity targets for yourself
- Through supervision with staff set equality and diversity targets within their daily activities
- Demonstrate and promote considerate and fair behaviour
- Contribute ideas for the advancement of these practises in the organisation
- Ensure that unacceptable behaviour is challenged and individuals are supported to change
- Promote a working atmosphere that encourages and supports the full diverse range of your staff
- Take firm action where unfair discrimination or inconsistency exists

***All employees should:***

- Understand our equality and diversity commitment
- Treat everybody with respect, consideration and without prejudice
- Promote the same levels of behaviour in your colleagues
- Recognise the diverse needs and experiences of everyone you come into contact with while at work
- With the support of your manager develop an equality and diversity target within your daily activities

**4. Service Development**

One of the Association's principle objectives is to improve and develop services that meet the needs and aspirations of our customers. We are committed to develop services that are non-discriminatory and will consult with all our customers, especially those who are from a minority or hard to reach and rural communities, to establish their needs and requirements. We work in partnership with other organisations to ensure that all needs are met.

We will monitor and report the satisfaction of our customers with respect to the standard of service and accommodation and quality of work. We aim to ensure services are suitable for current needs, and will respond to changes in customers' physical and personal circumstances and aspirations.

**5. Access to Services**

We will ensure that all our services are fully accessible, in all ways, to our customers and potential customers.

We will monitor all applications and lettings, and evaluate and report on annually.

A complaints procedure is in place for handling incidents of disadvantage or illegal discrimination.

We will ensure that people with a disability are assessed for service needs. We will make reasonable adjustments for people with a disability, such as providing extra help or flexibility to the way we provide services and make reasonable adjustments to physical features in premises to achieve full access to services.

**6. Victimisation, Harassment & Bullying**

Harassment and bullying undermines the performance of our business and the quality of life of our customers and cannot be allowed to go unchallenged. Staff and customers will be protected from all forms of harassment.

**7. Recruitment and Selection of Staff and Committee**

The Association will continue to develop a system for recruiting, which places emphasis on individual skills, abilities and experience rather than on formal qualifications. This will enable a full diversity of people to demonstrate their ability to do a job and ensure that we do not unfairly discriminate directly or indirectly and all criteria are essential for the effective performance of the job.

Staff or Committee members involved in interviews will receive training in equality and diversity.

We will ensure that more than one person is involved in the selection process. We are committed to selecting fairly and within our commitment to equality and diversity.

Steps will be taken to ensure that knowledge of vacancies reaches under represented or isolated groups or people and individuals internally and externally.

Equality monitoring questionnaires are used for monitoring the selection process to ensure equality and diversity. The analysis of results is reported to the Board of Management annually.

## **8. Terms and Conditions of Employment**

As part of the employment relationship being covered under this equality and diversity policy all contracts of employment will be issued in accordance with the job role and not the job holder. Employee's terms and conditions will be standard across all employees regardless of any of the protected characteristics, however staff with a disability will be supported and wherever possible responsible adjustment and support will be given. Employees will not receive less favourable terms and conditions for any reason other than relating specifically to the job role and the grade it attracts.

## **9. Training and Development**

Equality and diversity will apply throughout all training activities and resources. Training and development opportunities will be given to all employees according to their job role. It is crucial that all employees are able to participate and enjoy any training opportunities or activities without discrimination or fear of harassment. Every attempt will be made to ensure learning materials will provide a positive image of people reinforcing an image and equality and diversity.

## **10. Redundancy Selection**

Redundancy selection will be made according to the statutory requirements and in line with Fyne Homes Redundancy Policy. Criteria will be discussed with the Trade Union and or nominated representatives. The criteria will be set out and will be objectively fair and consistent. This will ensure that employees selected for redundancy are selected according to the chosen selection criteria and not in any discriminatory way either indirectly or directly.

## **11. Staff/Committee Development**

The Committee, managers and staff will receive development to re-enforce the organisation's commitment to equality and diversity. An ongoing programme will take place which ensures that all new staff understand and embrace equality and diversity

Briefing sessions will be held for staff, managers and Committee members on equality and diversity issues. These will be repeated as necessary and in a variety of ways. Equality and diversity will also be included in induction programmes.

## **12. Suppliers and Contractors**

We are committed to supporting and promoting equality and diversity objectives to suppliers.

The Association will supply a supplier a code of conduct that includes our Equality and Diversity Statement.

## **13. Monitoring and Reporting**

The organisation understands the business case for equality and diversity and will make sure that this will be translated into practice consistently across the organisation as a whole. Accordingly, a monitoring system will be implemented to measure and report on the effectiveness of the policy and procedures.

## **14. Related Policies and Arrangements**

All the organisation's policies and arrangements have a bearing on equality and diversity. The policies will have an Equality Impact Assessment carried out (EIA) and any direct or indirect discrimination removed. EIA outcomes will be reported to Committee and all Committee reports with recommendations within them will also have Equality Impact Assessments included as part of the report.