

Policy name: Equality & Diversity (E&D) Policy	Issue Date:	19 April 2016
	Effective Date:	19 April 2016
	Date of next Review :	01 January 2019
	Policy author:	Policy & Planning Manager
	Approved by:	G&R Committee

1. Introduction

1.1 This Policy meets the requirements of the Equality Act and other legislation, as well as the Regulatory framework.

2. Policy Aims

2.1 A2Dominion is committed to providing equal treatment and opportunity in access to housing, provision of services and access to employment. We recognise and respect diversity and aim to embrace principles and practices across the range of our activities that promote equality and are relevant to the diverse needs of the communities in which we work. We will monitor and measure our performance and participate fully in eliminating unfair discrimination on grounds of any of the Protected Characteristics.

2.2 Protected characteristics are defined as:

- Disability
- Gender Reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or Belief
- Sexual Orientation
- Sex (gender)
- Age

3. Scope

- 3.1 The scope of this policy is Group-wide and applies to all parts of the organisation and its services.

4. E&D Framework

- 4.1 In order to fulfil its policy commitments the Group has a supporting framework in place. This includes an overarching E&D Strategy, a programme of Equality Impact Assessments and twice yearly progress reports to A2D's Governance and Remuneration Committee.
- 4.2 A2D is also a signatory to the Chartered Institute of Housing's Equality and Diversity Charter, designed to meet regulatory and best practice guidance. We periodically conduct a self-assessment against the Charter to test our compliance.

5. Implementation

- 5.1 The Group will apply this policy in carrying out its statutory, legislative and corporate responsibilities and will seek to ensure that its partners, stakeholders and agents are equally committed to its delivery and implementation.
- 5.2 The Group will ensure its own policies, procedures and services are regularly reviewed and are non-discriminatory through the use of Equality Impact Assessments.
- 5.3 The Group will take every step to combat direct and indirect discrimination in the activities and services we provide. Any incidents of discrimination or harassment will be dealt with promptly and effectively.
- 5.4 The Group's overall objectives in the Equality & Diversity strategy are:
- To ensure fair access to A2D services and to treat all users with fairness and respect.
 - To promote opportunities for resident involvement and to ensure resident representation in the scrutiny and design of our services.
 - To develop our use of customer insight data to design, plan and ensure services meet residents' needs and customers' needs.
 - To ensure reasonable adjustments, where possible and appropriate, are made for residents and other stakeholders with disabilities to ensure services are fair and accessible.

- To foster good relations between A2Dominion stakeholders by tackling prejudice and promoting understanding between people from different backgrounds.
- To have a diverse workforce that is well trained and values and respects each other, our customers and partners.

6. Performance Measures & Targets

6.1 We will monitor the composition of our workforce and our resident profile in line with the requirements of the Equality duty as set out in the Equality Act 2010.

6.2 Key Performance indicators are reported bi-annually and targets include:

- Access to the customer service centre reflects the resident profile.
- Lettings and allocation reflect local need.
- The number of complaints made broadly reflects resident profile.
- Incidents of domestic violence recorded.
- Service user involvement reflects the resident profile.
- Increase customer satisfaction in areas where service satisfaction is below 70%.
- Aids and Adaptations carried out reflect resident profile.
- Incidents of ASB and harassment are recorded and reported.
- Our Board members reflect the communities in which we work.
- Our staffing profile, at all grades reflects the community in which we work.
- Fair access for all staff regardless of protected characteristic.

7. Responsibility & Reporting Arrangements

7.1 All staff have a responsibility to ensure that this policy is put into practice and to comply with the formal procedures designed to ensure its successful implementation. Any breach of the policy will be treated as a disciplinary matter.

7.2 The Board, Committees and Senior Management have ultimate responsibility to ensure that the Group is fully compliant with the Equality & Diversity Policy.

7.3 We will publish equality data on an annual basis.

- 7.4 The Governance & Remuneration Committee will review performance against our E&D strategy.
- 7.5 Managers will ensure staff are trained effectively to deliver the Equality & Diversity Policy.

8. Performance Measures & Targets

- 8.1 This Policy will be reviewed every three years, unless legislation or sector developments require otherwise, ensuring that it continues to meet its objectives and take account of good practice developments.

9. Associated Documents

- Equality & Diversity Strategy Statement 2015-2020
- Equality & Diversity Impact Assessment Framework
- Chartered Institute of Housing Equality and Diversity Charter

10. Record of Amendments

Date	Details of Amendment	Name
5/11/10	Policy amended to take into account provision of the Equality Act 2010 which came into effect 1 st October 2010	Corporate Policy Manager
5/11/10	Approval in line amended	Corporate Policy Manager
01/12/12	Reviewed in line with E&D strategy statement	Corporate Policy Manager
26/01/16	Reviewed in line with E&D strategy statement	Policy & Planning Manager