



<b>EQUALITY &amp; DIVERSITY POLICY</b>	
<b>Policy Number</b>	GCS 2.3 Version 1.0
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<b>Reviewed and Approve by</b>	Corporate Services Committee
<b>Date</b>	2 May 2018

**OSPREY HOUSING GROUP**  
**EQUALITY & DIVERSITY POLICY**  
**STATEMENT**

We embrace quality property management and this is encompassed in our Core Values:

***The Group is committed to promoting equality of opportunity and diversity in our role as a housing provider and landlord, an employer and in all areas of our business.***

***We believe everyone is entitled to be treated fairly with dignity and respect.***

***We are committed to reflecting diversity and delivering equality in all aspects of the Groups' work. We will not tolerate any form of discrimination, whether direct or indirect, and will take positive action to reflect this in our work.***

✓ **AMBITION**

*empowering through innovation and challenge*

✓ **(E)QUALITY**

*doing the best for individuals and communities in a fair and equal way*

✓ **RESPECT & PROFESSIONALISM**

*towards each other, the people we work with; the people we serve and our environment*

✓ **ACHIEVEMENT**

*delivering outcomes that matter and make a real difference – now and in the future*

## **1. Introduction**

- 1.1 This policy outlines the Group's approach to Equality and Diversity. The policy is supported by our Core Values and is reflected in all the activities we deliver.
- 1.2 It is the responsibility of every Governing Body member, employee, consultant or contractor working on our behalf to ensure professional and personal conduct reflects this policy. It is a fundamental and integral part of how we manage and provide our services.
- 1.3 As a housing provider and manager of social housing and associated services, we are committed to the principles of equality of opportunity and diversity in the employment of staff and the provision of our services.

## **2. Policy Objective**

This Equality and Diversity policy aims to:

- 2.1 Ensure Equality and Diversity is integrated into all the Group's practices, policies and procedures. Ensuring that service users and employees are treated with fairness and respect from each other and from members of the public, Governing Body members and contractors.
- 2.2 Ensure that any person or group applying or using our services, or applying or working for us, will be treated fairly, and not suffer unlawful discrimination on any grounds.
- 2.3 Ensure that all contractors or consultants working on the Group's behalf adopt our positive approach to Equality and Diversity.
- 2.4 Strive to exceed the standards set by law and believes our responsibility for equality is wider than those areas covered by legislation.

## **3. Legal Obligations & Regulatory Requirements**

- 3.1 Definition of Equality: Equality is making sure people are treated fairly and given fair chances. Equality is not about treating everyone in exactly the same way, but recognising that their needs are met in different ways.

Equality focusses on those areas covered by the law, and described as the Protected Characteristics as per description listed under item 3.4.

- 3.2 Definition of Diversity: Diversity is about valuing individual differences. The Group is committed to valuing and managing people's differences to enable all employees to contribute and realise their full potential. The Group recognises that people with different backgrounds, skills, attitudes and experiences can bring fresh ideas and perceptions that will benefit the Group and its customers.
- 3.3 As an employer and landlord we are required to act in accordance with legal and regulatory requirements and also promote best practice. These requirements include (but are not limited to)
- The Equality Act 2010
  - Human Rights Act 1998
  - The Housing (Scotland) Act 2010
  - The Scottish Social Housing Charter (Outcome Number One)
- 3.4 The Equality Act specifies nine 'protected characteristics' and any sort of discrimination towards people or groups with these characteristics is unlawful. The protected characteristics are:
- Age
  - Disability
  - Marriage and civil partnership
  - Pregnancy and maternity
  - Race
  - Religion or belief
  - Gender
  - Gender reassignment
  - Sexual orientation
- 3.5 The Group's primary responsibility is to ensure that there is no unlawful discrimination, whether direct or indirect. Direct discrimination is treating someone less favourably than others based on a protected characteristic. Indirect discrimination relates to a policy, practice or criteria that applies to everyone in the same way but might disadvantage a particular protected group.

## **Our Commitment as a Landlord**

The Group is committed to:

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- 4.1 Better understanding who our customers are so that we are able to provide appropriate services which are accessible to all.
- 4.2 Be aware that people are different and that when and how we help individuals will be different.
- 4.3 Provide clear and meaningful information about The Groups services in ways that are accessible and meet the diverse needs of our communities
- 4.4 Ensure that anyone applying for housing is dealt with fairly and without discrimination. To monitor allocation of properties and evaluate services to ensure there is do not discriminate or exclude individuals or people from different groups.
- 4.5 Ensure that existing tenants are aware of their obligation as part of their Tenancy Agreement to refrain from acting in a discriminative manner. Anti-Social behaviour cases will be closely monitored and appropriate action taken should any form of discriminative behaviour be detected.
- 4.6 Continue to review and improve the service we give to our tenants, applicants and all service users.

## **5 Our Commitment as an Employer**

The Group is committed to:

- 5.1 Developing employment and HR policies which encourage equal opportunities by ensuring that individuals receive treatment that is fair, equitable and consistent.
- 5.2 Ensure that anyone applying for employment is dealt with fairly and without discrimination, and that no applicant will be placed at a disadvantage by requirements or conditions which are not necessary in the performance of the job.
- 5.3 Create a positive working environment in which all employees are respected, are provided with training, development and progression opportunities and can make the most of their abilities within a successful working team.
- 5.4 Provide training to ensure that all staff members have an awareness of the importance of the Equality and Diversity policy and its influences on all practices

and procedures. Equip staff members with the knowledge and skills required to assist in the implementation of the Equality and Diversity Policy.

## **6 Monitoring and Reporting**

The Group will monitor this policy in conjunction with our other policies and procedures to ensure that it is being adhered to.

## **7. Review**

7.1 This policy will be reviewed every 3 years unless the following criteria dictate that it would be best practise to review sooner:

- i. applicable legislation, rules, regulations and guidance, both those which affect the Group directly and those which affect the resources available to significant numbers of our customers to enable them to sustain tenancies
  - ii. changes in the organisation
  - iii. continued best practice
- 7.2 Any service complaints received in relation to Equality & Diversity issues form part of the Scottish Housing Regulator's Annual Return on the Charter. Any such complaints will be monitored by the Management Team and Governing Body on a continual basis.