

## **Equality, Diversity and Inclusion Policy**

### **Feldon Housing Limited**

#### **1. Introduction**

**1.1** As a registered provider of social housing in England, [Organisation Name] is committed to promoting equality, diversity and inclusion in all aspects of our work. This policy demonstrates our commitment to eliminating discrimination, advancing equality of opportunity, and fostering good relations between different groups in our communities.

**1.2** This policy supports our compliance with the Equality Act 2010, the Social Housing Regulation Act 2023, and associated consumer standards, particularly the Neighbourhood and Community Standard and the Tenant Involvement and Empowerment Standard.

#### **2. Our Commitment**

We are committed to:

- **Eliminating unlawful discrimination, harassment and victimisation** – for more information on the definitions of discrimination, refer to section 6 below.
- **Advancing equality of opportunity** between people who share protected characteristics and those who do not
- **Fostering good relations** between different groups in our communities
- **Creating inclusive communities** where all residents can thrive
- **Ensuring fair access** to our homes and services
- **Empowering residents** from all backgrounds to participate in our governance and decision-making
- **Building a diverse workforce** that reflects the communities we serve

#### **3. Scope of Policy**

This policy applies to:

- All residents and housing applicants
- All employees, Board members, contractors and volunteers
- All services, programmes and activities we deliver
- All communities where we own or manage properties
- Our partnerships and procurement activities

#### **4. Our approach**

##### **4.1 Housing Services**

We will:

## Reference 6.A

- Ensure fair and transparent allocations processes
- Provide accessible application processes in multiple formats and languages
- Make reasonable adjustments for disabled applicants and residents – more information can be found in our Adjustments to Services Policy
- Consider the diverse needs of different communities when developing new homes
- Address anti-social behaviour that targets people because of protected characteristics
- Support the creation of cohesive, inclusive communities

### **4.2 Resident Involvement**

We will:

- Actively encourage participation from underrepresented groups
- Provide multiple ways for residents to get involved that accommodate different needs
- Offer appropriate support, training and reasonable adjustments
- Ensure our resident governance structures reflect community diversity
- Use accessible communication methods and plain English
- Provide translation services where needed

### **4.3 Employment Practices**

We will:

- Recruit, develop and promote based on merit and ability
- Ensure our recruitment processes are fair and accessible
- Provide equality and diversity training for all staff
- Create an inclusive workplace culture
- Monitor workforce diversity and take action to address gaps
- Support employee networks and development opportunities

### **4.4 Service Delivery**

We will:

- Design services that meet diverse community needs
- Regularly consult with residents about service improvements
- Monitor satisfaction across different groups and address disparities
- Ensure our digital services are accessible

## Reference 6.A

- Provide reasonable adjustments when requested
- Work with specialist organisations to support vulnerable residents

## **5. Preventing Discrimination and Harassment**

### **5.2 We have zero tolerance for:**

- Direct or indirect discrimination
- Harassment related to protected characteristics
- Victimisation of those who raise equality concerns
- Hate crime or incidents in our communities

### **5.3 We will:**

- Investigate all reports promptly and thoroughly
- Take appropriate action including enforcement where necessary
- Support victims and witnesses
- Work with police and other agencies on hate crime
- Promote community cohesion and challenge prejudice

## **6. Reasonable Adjustments**

### **6.1 We will make reasonable adjustments for people with protected characteristics including:**

- Physical adaptations to properties where appropriate, in line with our Aids and Adaptations Policy
- Accessible formats for communications
- Support accessing BSL interpretation and translation services
- Flexible appointment times and locations
- Assistance with forms and applications
- Modified policies where this removes barriers

## **7. Legal and Regulatory Framework**

### **7.1 Equality Act 2010**

We comply with the Public Sector Equality Duty and protect against discrimination based on the nine protected characteristics:

- Age

## Reference 6.A

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including ethnicity and nationality)
- Religion or belief
- Sex
- Sexual orientation

As a public body, we have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations. This includes assessing the impact of our policies and processes on people with protected characteristics through equality impact assessments.

Under the Equality Act 2020 the following are unlawful:

- **Direct Discrimination:** Treating someone less favourably than another person because of a protected characteristic (such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation).
- **Indirect Discrimination:** Applying a provision, criterion, or practice that appears neutral but disadvantages people with a particular protected characteristic, unless it can be objectively justified.
- **Harassment:** Unwanted conduct related to a protected characteristic that has the purpose or effect of violating an individual's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
- **Victimisation:** Treating someone badly because they have made or supported a complaint or grievance under the Equality Act 2010 or are suspected of doing so.
- **Associative Discrimination:** Direct discrimination against someone because they are associated with another person who possesses a protected characteristic.
- **Perceptive Discrimination:** Direct discrimination against someone because others perceive them to have a protected characteristic, even if they do not.
- **Third-party Harassment:** (Note: This was removed in 2013 but may still be referenced in policy for good practice): When an employee is harassed by someone not employed by the organisation (e.g., a customer or contractor) because of a protected characteristic.

## 7.2 Social Housing Regulation Act 2023

We meet consumer standards requirements including:

- **Neighbourhood and Community Standard:** Contributing to inclusive, mixed communities
- **Tenant Involvement and Empowerment Standard:** Ensuring diverse tenant participation
- **Transparency, Influence and Accountability Standard:** Accessible communication and **inclusive governance**

## **8. Data and Monitoring**

### **8.1 We will:**

- Collect equality monitoring data in line with data protection requirements
- Analyse service outcomes by protected characteristics
- Publish annual equality data and progress reports
- Use data to identify and address inequalities
- Set equality objectives and monitor progress
- Benchmark our performance against sector standards
- Regularly assess the impact of our policies and processes on different groups to ensure we are meeting our Public Sector Equality Duty obligations

## **9. Consultation and Co-production**

### **9.1 We will:**

- Consult meaningfully with diverse communities on policies and services
- Involve residents in equality impact assessments
- Co-produce solutions with affected communities
- Ensure consultation methods are accessible and inclusive
- Feed back to the Board on how resident input has influenced decisions
- Build long-term partnerships with community organisations

## **10 Governance and Accountability**

### **10.1 Board Responsibilities**

The Board will:

- Approve equality objectives and monitor progress
- Ensure diversity in Board composition and recruitment
- Champion equality in strategic decision-making
- Hold housing managers accountable for equality outcomes

## **10.2 Executive Responsibilities**

The Chief Executive will:

- Provide visible leadership on equality issues
- Ensure adequate resources for equality work
- Embed equality considerations in all strategic decisions

## **10.3 All Staff Responsibilities**

All employees will:

- Treat colleagues and residents with dignity and respect
- Challenge discrimination and promote inclusion
- Complete mandatory equality training
- Consider equality implications in their work
- Report concerns about discrimination or harassment

## **11. Equality Impact Assessments**

11.1 We will conduct equality impact assessments to assess how our policies and processes may impact people with protected characteristics, as required by the Public Sector Equality Duty. These assessments will be carried out on:

- New policies and significant policy changes
- Service redesigns or new service developments
- Major investment programmes
- Organisational restructures
- Procurement of significant contracts

11.2 Our equality impact assessment process will:

- Identify potential differential impacts on protected groups
- Consider whether policies may inadvertently disadvantage certain groups
- Involve consultation with affected communities where appropriate
- Recommend mitigating actions to eliminate negative impacts
- Be reviewed and approved by senior management
- Be published where there are significant implications for equality

## **12. Training and Development**

12.1 We will provide:

## Reference 6.A

- Mandatory equality and diversity training for all staff
- Cultural competency training for customer-facing roles
- Board development on equality issues
- Regular refresher training and updates on legal requirements

### 13. **Partnerships and Procurement**

#### 13.1 We will:

- Include equality requirements in all significant contracts
- Monitor contractor compliance with equality duties
- Work with suppliers who share our equality values
- Partner with organisations representing diverse communities
- Support local minority-led businesses through our procurement

### 14. **Complaints and Feedback**

#### 14.1 Residents can:

- Report discrimination or inequality through our complaints process
- Report concerns anonymously
- Escalate unresolved issues to the Housing Ombudsman
- Access independent advice and support

#### 14.2 We will:

- Investigate equality-related complaints thoroughly
- Learn from complaints to improve our services
- Provide regular updates to complainants
- Take appropriate remedial action
- Report trends to senior management and the Board

### 15. **Links to other policies**

- Data protection policy
- Adjustments to Services Policy
- Complaints Policy
- Aids and Adaptations Policy
- Recruitment and Selection Policy
- Resident Involvement Policy

### 16. **Monitoring and Review**

### **16.1 Monitoring**

- Implementation of this policy will be monitored by the Board.

### **16.2 Review**

- This policy will be reviewed every two years or sooner if there are significant changes in legislation or best practice

## **17. Policy Owner and Contact Details**

This policy is owned by the Board of Feldon Housing Limited.

If you have any questions about this policy, please contact us:

### **Get in touch with Feldon Housing**

**By phone** 01608 686626

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