EQUALITIES POLICY

1. Purpose

1.1. The purpose of this policy is to ensure that equality, diversity and inclusion are effectively incorporated into decision making and the management of business activities, and ultimately, service delivery to our residents.

2. Definitions

2.1. Equality - Fairness in decision making and management of business activities in which everyone is provided with equal opportunity and protection from discrimination.

2.2. Diversity – Differences both within and between groups of people but also the characteristics that define them as individuals.

2.3. Inclusion - Designing and organising activities and processes in a way which values the diversity of our customers and our employees, and responds positively to that diversity.

2.4. Protected characteristics - These are the grounds specified in the Equality Act 2010, upon which discrimination is unlawful. The characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

2.5. Equality Impact Assessment – Consideration of the effect of policies, practices or services on groups protected from discrimination by the Equality Act 2010.

2.6. Direct discrimination - Being treated less favourably than others are, or would be, treated on the grounds of a protected characteristic.

2.7. Indirect discrimination – Applying practice or policy that unintentionally may adversely impact a particular protected characteristic and can't be justified as a proportionate means of achieving a legitimate aim.

2.8. Harassment - This is when a person engages in unwanted conduct which is related to another person's protected characteristic/s, and which has the purpose or the effect of violating the dignity of that person, or creating for that person an intimidating, hostile, degrading, humiliating or offensive environment.

2.9. Victimisation - This occurs when someone is treated less favourably than they would otherwise have been, because they have brought a complaint; or it is known or suspected that they are contemplating bringing a complaint; or they are, or may be, assisting someone else with information in relation to a complaint.

3. **Responsibilities**

3.1. The Head of Potential is responsible for reviewing this policy.

3.2. The Head of Potential and the Head of People will be champions of the policy and delivery of our equality work.

3.3. SLT is responsible for ensuring this policy is implemented and monitoring its effectiveness.

4. **Legal Framework**

4.1 The main piece of legislation is the [Equality Act 2010](#)

5. **Policy Statement (objectives)**

5.1. The Red Kite Group understands that providing equality of opportunity, valuing diversity and promoting a culture of inclusion are vital to our success and that of the communities we serve.

5.2. We will ensure that the services we provide are developed and then monitored to ensure that they do not unfairly discriminate or operate less favourably to any individual or group or people that fall within the scope of protected characteristics.

5.3. By mutual agreement we will collect, retain and manage information about our residents, so that we can make sure that we are providing services in a fair and transparent manner. We will monitor this data to ensure we understand the needs of our communities, and how we meet them.

5.4. We will tailor engagement with our residents so that we reflect their diversity and enable and encourage diverse groups to engage and participate in designing and influencing our services.

5.5. Our staff will receive training and development to provide the right tools to help ensure that equality and diversity are an integral part of how we deploy services in the community.

6. **Policy Details**

We will meet our objectives by:

6.1. Carrying our Equality Impact Assessments on the development of new policies/services or where major changes are made to the existing ones that we provide.

6.2. Developing community profiles that help us understand how services are delivered to all our communities. We will also use this information to identify how we can engage positively with our residents and encourage their involvement in the organisation.

6.3. Review information on our services against our community profiles to identify and react to service disparity, discrimination, hate crime, harassment or victimisation of individuals or groups due to their protected characteristics.

6.4. Ensure that access to our services is available wherever possible, to all residents, providing language and translation support through our digital communications channels (also accessible in our offices and during site visits). This will include access for residents with disabilities who require audio and visual support.

6.5. Review feedback we receive from our residents within protected characteristic categories, using this information to reflect on how services meet the needs of the community.

7. Monitoring

7.1. This policy will be reviewed every 2 years by the Head of Potential.

7.2. Following implementation of the policy, the first report to Audit and Risk Committee in July 2021 which will outline the data we hold against the protected characteristics, with a comparison to community profile information. From April 2021 we hope to have a strong enough data set for our residents, staff, volunteers and board members to allow future reports to include comparisons on how our services are delivered against our objectives and protected characteristics.

7.3. The Red Kite Group Board will receive an assurance update from the Audit & Risk Committee on an annual basis, confirming compliance with our policy, or actions being taken to ensure compliance.

8. References

8.1. This policy relates to all group companies owned by Red Kite Community Housing, namely:

- Red Kite Community Housing
- Twenty11
- Pennvale
- Edenmead

8.2. This policy refers to the relationship that the Red Kite Group has with our residents and the communities we serve. The group has a separate policy that covers staff and recruitment.

8.3. This policy should be read in conjunction with the following Red Kite documents:

- Priority Moves Policy
- Adaptations Policy
- Repairs Policy
- Tenancy Policy
- Anti-social Behaviour Policy

- Feedback Policy
- Allocations Procedures
- Neighbourhood Management Policy
- Disruption Policy
- Membership Policy
- Community Engagement Policy

9. Abbreviations and glossary

Abbreviations and terms used within this policy have the following meaning:

SLT	Senior Leadership Team (consisting of EMT, OMT and Heads of Service, including Head of Governance and Head of Communications and Brand, Business Support Manager).
EMT	Executive Management Team (consisting of Group Chief Executive, Deputy Group Chief Executive, Group Resources Director).
OMT	Operational Management Team (consisting of Assistant Directors – Finance, Operations and Technical).
The Red Kite Group	Red Kite Community Housing, Twenty11 Homes, Pennvale, Edenmead

Staff roles listed in the **Competency Standards section** must be acquainted with contents of this document and have had documented instructions and training on its use. Authority to amend can only be undertaken by the **Process owner** with the relevant **Delegated approvals**.

For information on interpretations and instructions staff should contact the **Subject Matter expert** or **Process owner** and under <u>no</u> circumstances should any deviation be permitted without prior approval as above.

Document Controls			
Version:	2	**Effective date:**	November 2020
Subject Matter expert drafter:	Head of Potential	**Process owner:**	Head of Potential
Related Pod	Potential	**Related Policy**	
Review period	2 years	**Next review due by:**	November 2022
Delegated approvals			
The 3 lines of defence have been checked within the framework and are valid			
Approved by AD	n/a	**Approved Date:**	n/a
Approved by EMT	n/a	**Approved Date:**	n/a
Approved by Board/ Committee/ RRT	**Approved**	**Approved Date:**	November 2022