

EQUALITY & DIVERSITY

Villages HOUSING

More than just a Landlord



Please ask us if you would like this document in large print, on audio tape, in braille or in other languages.



business for neighbourhoods



INVESTOR IN PEOPLE

EQUALITY AND DIVERSITY STATEMENT

Villages Housing wishes it to be known that it is an Equal Opportunities organisation. This means that: -

- ✓ In the provision and management of housing and other services and the employment of staff to provide these services, the association will seek to ensure equality of opportunity and treatment for all persons.
- ✓ No person or group of persons applying for housing, or for a job, or for contracts with Villages, will be treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin or because of their religion, gender, disability, marital status or sexual orientation.
- ✓ It will seek to identify the needs of the community including disadvantaged minority groups in its area of operation by establishing close relationships with those groups.
- ✓ To interview all applicants with a disability who meet the minimum criteria for a job and consider them on their ability. To make every effort when employees become disabled to make sure they stay in employment.
- ✓ To help it fulfil its commitment to equality and diversity Villages Housing has developed an annual equality and diversity action plan which will be monitored by the Board.
- ✓ In hiring contractors and other agencies to work for it, the company will be mindful of its commitment to equal opportunity.
- ✓ In the composition and operation of its Board, Villages Housing will be mindful of its commitment to equal opportunity.

This statement was agreed by Villages Housing Association's Board at its meeting in **SEPTEMBER 2005**

Villages Housing Strategy and Action Plan

The association has an equality and diversity strategy and action plan to ensure that it fulfills its commitments to the whole community. The action plan includes targets in all our service areas and is monitored on a quarterly basis by Villages Housing's Board.

Your Input

The communities in which we live and work are diverse and require a range of ways in which we provide our services. Our aim is to continually improve our services and we would welcome any suggestions that you may have, that would help us improve our commitment to the whole community. You can contact us in writing, by e-mail or over the phone.



We would also appreciate it, if when asked for personal details on surveys and questionnaires, for example about whether you are registered disabled or your ethnic background, that you do provide us with the information. This information is used to help us monitor our service provision.

Other Information

If you believe that you are a victim of discrimination or harassment please contact your Estate Management Officer immediately. You can also refer to your Tenants Handbook and our Anti Social Behaviour Leaflet.

Definition Of Terms

Direct Discrimination:

Consists of treating a person less favourably than others are or would be treated in the same circumstances, on (for example), grounds of race, gender or disability, or for an unjustifiable reason connected with their disability.

Indirect Discrimination:

Consists of applying a requirement which, intentionally or not, has a disproportionately adverse effect on a particular group and cannot be shown to be justifiable.

Institutional Racism:

Is a description of racist policies, practices, structures, rules and regulations which have developed over time and are embedded in the custom and practice of organisations.

Positive Action:

The term positive action is not used in British anti-discrimination legislation.

However, positive measures in employment are allowed by the law to encourage employees who are members of groups under-represented in particular work areas to receive special training programmes.

Sexual Harassment:

Sexual Harassment is defined as any repeated or unwanted verbal or physical advance, sexually derogatory statements or sexually discriminating remarks made by someone in the work place which are offensive or objectionable to the recipient, or which cause the recipient discomfort or humiliation or which interfere with the recipient's job performance.



Racial Harassment:

Racial Harassment is defined as any verbal or physical racial abuse, racially derogatory statements or racially discriminating remarks made by someone which are offensive or objectionable to the recipient, or which cause the recipient discomfort or humiliation.

Examples of harassment include but are not limited to: -

- ✓ violence or threat of violence towards any person
- ✓ abusive or insulting words or behaviour
- ✓ damage or threats of damage to property belonging to another person
- ✓ including damage to any part of any person's home
- ✓ writing threatening, abusive or insulting graffiti
- ✓ any act or omission calculated to interfere with the peace or comfort of any person or to inconvenience such a person.

Disabled People and People Who Have a Disability:

The 1995 Disability Discrimination Act defines a disabled person as anyone with "a physical or mental impairment which has a substantial and long-term adverse effect upon their ability to carry out normal day-to-day activities".

Contacts

If you have a complaint or issue you need to raise, please contact your Estate Management Officer (EMO).

E.mail: e.g. (EMO name)[@villages.org.uk](mailto:em@villages.org.uk)

Stockbridge Village Office – **0151 480 1313**
*16 The Croft, Stockbridge Village,
Merseyside L28 1NR*

Fitton Hill Office – **0161 633 4060**
2 Fircroft Road, Fitton Hill, Oldham OL8 2QN

If you would like to speak to someone about improving services, please contact:

Sarah Bevan

Initiatives Director at Villages Housing,
16 The Croft, Freeport NWW14901A,
Liverpool, L28 3BR

or sarah.bevan@villages.org.uk
or on **0151 480 1313**.

