

# Roupell Park Residents Management Cooperative Ltd



## Equal Opportunity and Diversity Policy and Procedures

### Aims

- 1.1 Roupell Park Resident Management Cooperative Ltd's (RPRMC) aims are:
- To deliver a fair and equitable service to all residents living on the estate taking into account any special needs of residents and where possible tailoring services accordingly
  - To ensure that the composition of the RPRMC membership and the Management Committee seeks to reflect the diversity of our community
  - To encourage active participation from all persons or groups of persons living on the estate
  - To ensure that all residents have access to meetings and information concerning the activities of RPRMC
  - To increase awareness within RPRMC of the needs of disadvantaged groups
  - To ensure that no member of staff, or the Management Committee or residents and users of services provided by RPRMC suffers discrimination.
- 1.2 RPRMC is committed to equal opportunities as a service provider, an employer and a democratic organisation. We will:
- Ensure that the needs of our residents are identified and taken into account in the planning and delivery of housing services
  - Work towards the elimination of harassment in our community, supporting victims and taking action against perpetrators
  - Work towards increasing the representation of under-represented groups in our formal consultation mechanisms, our management and workforce
  - Ensure that information we provide is accessible to residents
  - Take appropriate steps to make our services accessible by removing or altering physical barriers to access
  - Promote the value of diversity amongst staff and residents, recognising that people from different cultures and backgrounds add value to the housing service and the local community.
- 1.3 We will take positive action to overcome the results of unfair discrimination by encouraging and helping groups who may feel excluded to participate our decision-making process and to receive fair treatment in respect of service delivery and employment opportunities.

## **2. Coverage**

2.1 We will ensure that our activities are conducted in accordance with the

- Equalities Act 2010
- Human Rights Act 1998

2.2 We aim to ensure that all residents, employees, contractors and agents are dealt with fairly and equitably on the basis of their merits, abilities and potential without any unjustified discrimination in relation to any of the following protected characteristics:

- **Age:** People of all ages are protected. However, different treatment because of age is not unlawful direct or indirect discrimination if it can be justified i.e. if it is a proportionate means of meeting a legitimate aim. Age is the only protected characteristic that allows employers to justify direct discrimination
- **Disability (including things arising from the disability):** A person is disabled if they have a physical or mental impairment which has substantial and adverse long-term adverse effects on their ability to carry out normal day-to-day activities
- **Gender reassignment:** A transsexual person is someone who proposes to, starts or has completed a process to change his or her gender. The person does not need to be under medical supervision to be protected so someone who permanently decides to live as the opposite sex but does not undergo any medical procedures would be covered. Transgender people such as cross dressers, who are not transsexuals because they do not intend to live permanently in the gender opposite to their birth sex, are not protected
- **Marriage and civil partnership**
- **Pregnancy and maternity:** A woman is protected against discrimination on the grounds of pregnancy and maternity during the period of her pregnancy and any statutory maternity leave to which she is entitled
- **Race (including colour, nationality, and ethnic or national origins):** A racial group can be made up of two or more different racial groups
- **Religion or belief (including any religion, religious belief, similar philosophical belief, lack of religion and lack of belief)**
- **Sex:** Both men and women are protected
- **Sexual orientation:** Gay, heterosexual and lesbian people are protected.

2.3 Any proposed major change in our Equalities and Diversity policy will be referred to our membership through a general meeting or another accessible medium.

## **3. RPRMC as a Service Provider**

### Repairs and maintenance

3.1 The circumstances of individuals will be taken into account when considering whether or not a repair is urgent. Priority will be given at the discretion of RPRMC

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staff to those households who are vulnerable or where there are young children, people who are elderly or housebound, or suffering from an illness or disability.

- 3.2 The circumstances of individuals will be taken into account in respect of recharging for repairs due to negligence or abuse, or undertaking repairs or redecoration which are the resident's responsibility.
- 3.3 Any repair due to harassment (as defined by our harassment policy) or domestic violence will be treated as an emergency.
- 3.4 All employees and contractors will be required to conduct themselves in a polite, non-sexist, non-racist manner in their dealings with residents and their household. We will issue guidelines on equal opportunities to all our contractors, and outline the standards it expects. Contractors shall be expected to have an equalities policy.

#### Tenancy management

- 3.5 Allocations and Transfers – Insofar as decisions are within RPRMC's remit, we will ensure that properties are allocated in strict accordance with Lambeth Council policies and applicants and potential tenants are treated sensitively and according to need.
- 3.6 Breaches of tenancy – We will ensure that complaints are fully investigated in accordance with the RPRMC's procedures on breaches of tenancy or leasehold agreements, anti social behaviour and that complainants are given full support according to their needs.

#### Office opening times and accessibility

- 3.7 RPRMC will ensure that office opening times are published and that an out of hour's service is available. We will ensure that our premises and services are accessible to people with disabilities, as far as possible.

### **4 RPRMC as an employer**

- 4.1 RPRMC has its own Human Resources policies and procedures which cover all aspects of recruitment and selection and of employment. These are written within the context of RPRMC operating within a diverse community and with making us an equal opportunities employer.

### **5 Advertising, tendering and awarding contracts**

- 5.1 RPRMC will maintain a list of approved contractors. The list will be reviewed each year on the basis of an assessment of those contractors included. Contractors will be assessed according to value for money, reliability, standard of work, cost, safe working and equality and diversity.
- 5.2 All contractors included on the approved list must have clear policies in respect of equalities and diversity and health and safety at work. In the absence of their own equalities policy, the contractor must sign a statement to the effect that they will comply fully with RPRMC's Equalities and Diversity policy as it applies to them and their work.

## **6 RPRMC as a Democratic Organisation**

- 6.1 All lawful residents of the estate who are aged 18 years and above are eligible to become a member of RPRMC attend general meetings and put their name forward for election to the Committee. All members and employees will be expected to comply with the principles set out in this policy.
- 6.2 We will ensure that no person or groups of people are restricted from participating either directly or indirectly. To this end, the committee will regularly review practice in respect of the venues where meetings are held, to ensure that access is suitable for disabled people, and the times that meetings are held, to give residents equal opportunity to participate. We will assess any special needs such as childcare facilities, translations, and escorts to and from meetings that groups of people may require in order to assist them to participate.
- 6.3 Details of all meetings and events organised RPRMC will be sent to all residents. All members may attend meetings of the committee although some parts of committee meetings may be restricted to committee members only where confidential items are discussed relating to residents or staff.

## **7 Communications and Consultation**

- 7.1 All residents will receive a regular newsletter and our annual report. We may also use a website and social media as communications tools. All communications will be written in plain English and promote the principles enshrined in this policy. Translations of any documentation will be made available on request.
- 7.2 We will ensure that the views of all the residents on the estate are taken into account if there are changes to, or new policies or initiatives are being considered, in particular where such consultation is required by legislation.
- 7.3 We will ensure that information that unlawfully discriminates against people because of a protected characteristic in using a service or in participating in the organisation does not appear in our communications including our website and social media.
- 7.4 The secretary will ensure that no person or group of people are restricted from participating in meetings, either directly or indirectly. All those who attend and participate in any meeting organised us will be expected to conduct themselves in a way that respects the rights of all other people.

## **8 Board composition and equal opportunities obligations.**

- 8.1 The secretary is responsible for ensuring that the Annual General Meeting and the invitation for nominations for election to the committee are published in accordance with the constitution.
- 8.2 RPRMC will aim to ensure that the committee is representative of the community we serve. The Board may co-opt any non-elected members on the basis that they belong to a group or groups of people under-represented on the Board provided that the constitution allows them to do so.

8.3 All new Board members must undertake a programme of induction training which includes knowledge of the aims and objectives, key policies and procedures of the RPRMC.

## **9 Breaches of procedures**

9.1 Any breach or complaint concerning RPRMC's Equalities and Diversity policy or its implementation will normally be referred through our complaints procedure.

9.2 Any deliberate breach of this policy or negligence in rectifying faults which have been brought to their attention will render any employee, officer or member liable to disciplinary action. RPRMC members and Board members will face expulsion from membership for serious breaches in accordance with our constitution.

## **10 Monitoring and review of Equalities and Diversity policy and procedures**

10.1 This operation of this Equalities and Diversity policy will be reviewed annually to ensure that:

- Our aims and objectives are being fulfilled;
- Information is up to date.

10.2 The following areas will be monitored:

- The standard of repair service provided to each household;
- The standard of service provided generally to each household;
- The representativeness of the Committee and membership;
- Recruitment and selection of staff;
- Inclusion of contractors on approved list and compliance with equal opportunities;
- The composition of the membership of the TMO;

10.3 Information will be collected in the following ways:

- Management complaints;
- Regular self-completion questionnaire surveys;
- Regular performance reports to the Committee;
- Regular updating of household database.

10.4 Information will be collected by means of a survey about each household and updated regularly concerning the following areas:

- Race and ethnic origin
- Age
- Disability
- Gender
- Religious choice or belief

- main language spoken
- Special needs or vulnerability

10.5 All reports to the Board will comment on the implications for our Equalities and Diversity policy. Each year the Council will monitor the effectiveness of the Equalities and Diversity Policy and Procedures and report to the Board on its findings. We will consider the report and make such changes as the Council may reasonably require enabling us to comply with implementing our Equalities and Diversity Policy and Procedures

## **11. General advice and information**

11.1 The Equality and Human Rights Commission is the independent advocate for equality and human rights in Britain. It aims to reduce inequality, eliminate discrimination, strengthen good relations between people, and promote and protect human rights. The Equality and Human Rights Commission helplines advise both individuals and organisations such as employers and service providers.

Website: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

Helpline – England

Email: [info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)

Telephone: 0845 604 6610

Text phone: 0845 604 6620

Fax: 0845 604 6630

08:00–18:00 Monday to Friday