



Equality, Diversity and Inclusion Statement of Principles

Introduction



An adherence to our Equality, Diversity and Inclusion (EDI) Statement of Principles is a cornerstone of the behaviours we expect our colleagues to display when interacting with both customers and team members. There are a number of important laws and regulations we must follow in order to do this:

- The Equalities Act 2010
- Regulatory Framework
 - Neighbourhood and Community Standard
 - Involvement and Empowerment Standard
- Care Act 2014
- Modern Slavery Act 2015.

It is also important that any internal policies and procedures are delivered with this Statement of Principles as a central theme.

This is especially true when considering the following services:

- Safeguarding
- Housing management policies and procedures
- Delivery of all repairs services, policies and procedures
- Complaints policy and procedures
- Recruitment and selection processes
- Performance management, disciplinary and other staff related policies.



By being committed to providing equality of access to services and equality of service delivery, we aim to ensure that everyone receives the same high standard of service.

It's also important to recognise that in order to achieve this equality of service we need to understand the differences that exist across our communities and people. We should always look to recognise how these differences impact on how we interact and deliver services, as well as find ways to meet the wider variety of needs that our customers may have.

Finally, it is vital that we find ways to make sure everyone feels included at Beyond Housing. We aim to be an open, transparent and inclusive organisation which doesn't discriminate based on any protected characteristic, cultural (and sub-cultural) identity or any other personal characteristic which may lead to someone feeling isolated in our communities.

To do this we will act in accordance with our company values of being:

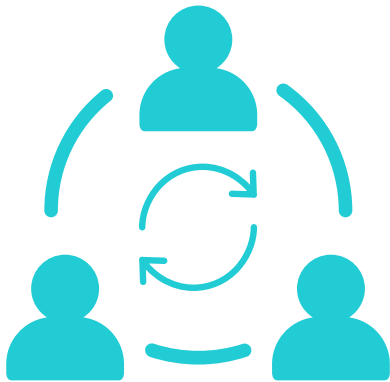
- Considerate
- Collaborative
- Accountable
- Ambitious.

Our values



Considerate

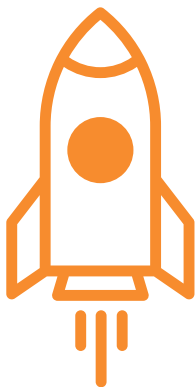
We want you to be treated as an individual by the business and by your colleagues; but this extends to how you should treat everyone you work with whilst being employed by Beyond Housing. You should recognise the differences in your colleagues and customers and adapt your approach accordingly. This could include understanding that a customer who has mobility issues may take longer to answer the door or sending out a letter in large print to a customer who may have a visual impairment. Being considerate is about recognising these differences and understanding that our approach at Beyond Housing will never be a “one size fits all”, especially if we want to be seen as a landlord or employer of choice.



Collaborative

Different ideas and perspectives are proven to make projects more successful so we want you to champion diversity within your work. Engaging with different colleagues and recognising their past experiences, differences and perspectives will help you to deliver your work more successfully and should be a natural part of work at Beyond Housing. It's not just about your colleagues; think about how you can tailor your approach to the needs of specific customers by understanding what they view as a successful outcome. By taking a collaborative approach to your work you'll be better placed to understand what works best for individual customers and meet their specific needs.

Our values



Ambitious

By everyone embracing and living our Statement of Principles we believe that we can play a massive part in developing our local communities, improving customer and staff satisfaction and encouraging everyone to be themselves. If we **want** to be different, we **have** to be different. We aim to be a leader in diversity and recognised as operating at the forefront of equalities issues within the sector but also regarded as a centre of excellence to businesses operating outside of the sector. We also aim to tailor our services to meet the needs of our different communities and we endeavour to play a leading role on equalities research and practice to help benefit our people and communities.



Accountable

Every decision we make should be done with accountability at its heart. If we don't understand why a customer may want us to take a course of action to solve their problem, we need to listen to them and then explain what we are able to do. Being accountable extends much further than one-to-one interactions with customers. All policies and new services will undergo an Equality Impact Assessment; this will help us to understand which customers and customer groups will be affected when we make changes to our services and from this we will endeavour to mitigate any negative effects as soon as they are identified.

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