

## Policy Summary

# Equalities and diversity

## Customer summary of a Genesis Housing Group policy

This policy applies to all customers who are living in homes that are owned or managed by Genesis Housing Group. It also applies to employees of the Group.

## Introduction

As both a major employer and a large social landlord, we are committed to eliminating all forms of discrimination and harassment and encouraging diversity amongst our workforce and the communities in which we serve.

## Our aims

- To ensure that our workforce is truly representative of all sections of society and that each employee feels respected and able to give their best.
- To work together to ensure that our customers, and other customers, are provided with a responsive and culturally sensitive service, which addresses issues of discrimination and harassment.

## Definitions

We recognise that some forms of disadvantage and discrimination are widely experienced by particular groups on the following grounds:

- age
- disability
- race, colour, ethnic origin, nationality or national origin
- gender including gender identity
- HIV status
- marital status
- religion or belief
- sexual orientation.

We oppose all forms of unlawful and unfair discrimination and will seek to eliminate discrimination experienced on these grounds.

## Social cohesion

We believe that social cohesion is the bringing together of economic, social, health and educational policies that will create a sustainable community. We will work with our customers to develop projects that actively contribute to the social cohesion of communities where we work.

## Diversity

We support and promote diversity by recognising that all people are different. We recognise the needs of individuals and treat each person, in employment and through providing our services, with dignity and respect.

## Areas of operation

Our equalities and diversity policy covers the following areas of operation.

- Governance
- Recruitment and staff development
- Customer involvement
- Procurement
- Housing needs and housing strategies
- Development and community regeneration
- Harassment and bullying
- Access to housing
- Resident satisfaction with service delivery
- Supporting black minority and ethnic (BME) housing associations.

## Categories of discrimination

Our policy covers the following categories of discrimination

- Racial discrimination
- Sex discrimination
- Sexual orientation discrimination
- Age discrimination
- Disability discrimination
- Religion or belief discrimination

## Learning and communication of the policy

The way we communicate our policy is vital and underpins how we put our policy in to practice. We ensure that training and information is provided to staff and Board members so they can fulfil their responsibilities under this Policy. We will also make sure that we promote our approach to equalities and diversity using a variety of methods, such as employee's briefings, customer handbooks and our website.

## Putting the policy into action

We have established a disability equality scheme and a gender equality scheme together with a diversity strategy to achieve our aims. The schemes and strategy all have action plans to make sure the relevant parts of this policy are put in place.

The schemes, strategy and action plans are shaped by relevant legislation and good practice. They are also closely linked with the aims and objectives of the Group.

## Monitoring and Review

We monitor and review our achievements in equalities and diversity on an on-going basis in at a number of levels

- We will monitor and review Group wide achievements by regularly reviewing our equality schemes, strategies and action plans
- At a local, we will monitor and review achievements by reviewing our business plans and action plans
- Individual officers will monitor and review their achievements as part of their work reviews and performance appraisal.

## Contact us

If you would like a copy of the full policy please contact the Policy Team on **020 8150 4112** or email **info@ghg.org.uk**



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below:  
Temporary housing **020 8900 4900**  
Octavia Hill **020 8900 4998**  
Key Places **020 7380 9025**  
or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**



If you are a **St Matthew Housing resident** phone us on **01284 732550** or email **info@stmatthewhousing.org** **www.stmatthewhousing.org**

**If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.**

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

**Spanish**

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

**Arabic**

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

**Bengali**

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

**French**

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

**Gujarati**

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

**Portugese**

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

**Somali**

**Telephone 020 7563 0037  
or email info@ghg.org.uk**