

T3 Residential Limited

Equality, Diversity and Inclusion Policy

1 Introduction

- 1.1 T3 Residential Limited (“**T3 Residential**”) is embedding ambition and fairness in everything we do. We are committed to providing an organisational environment that embraces diversity and does not discriminate. We are aware of, and will comply with, the statutory requirements surrounding ‘protected characteristic’ groups as outlined in the Equality Act 2010 (“**the Act**”).

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy complies with relevant legislative and regulatory requirements set out in the following:
- Equality Act 2010;
 - Human Rights Act 1998; and
 - Regulator of Social Housing’s Transparency, Influence and Accountability Standard.

3 Aims and Objectives

- 3.1 T3 Residential is committed to providing quality services that comply with the statutory requirements and takes account of the particular needs of communities in the areas where we work.

- 3.2 We understand our duties under the Public Sector Equality Duty (section 149 of the Act) as it applies to us as a Private Registered Provider of social housing. We will have due regard for the need to:

- eliminate unlawful discrimination, harassment, bullying or victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it;
- foster good relations between people who share a protected characteristic and people who do not share it;
- treat people fairly and with respect; and
- understand people’s diverse needs and tailor services accordingly as far as is reasonable and practicable to do so.

- 3.3 We need to show due regard to the above in how we shape our policies, make decisions, and deliver our services. In addition to the protected characteristics outlined in the Equality Act 2010 we also consider the impact of policies and decisions on socio-economic status, health equality and English as a second language in all our strategic work.

- 3.4 Our Equality, Diversity and Inclusion (EDI) Policy seeks to:

- Embed equal opportunities in all aspects of our organisation;
- Ensure any future staffing complement reflects the communities in which we operate;
- Work with service users to ensure that our offer is relevant and timely while maximising opportunities for community engagement;
- Support vulnerable residents; and
- Further develop appropriate mechanisms to ensure that everyone that comes in contact with the organisation is treated in a fair and equal manner.

- 3.5 We promote equality of opportunity regardless of race, sex, sexual orientation, gender reassignment, disability, faith, age, marriage and civil partnership, pregnancy and maternity (as defined under the Act).
- 3.6 Our policy sets out how we will deal with policy breaches, communication and tenant interaction/feedback.
- 3.7 We will take action to understand the diverse needs of tenants in our homes and assess whether our services are accessible to all our tenants and whether they deliver fair and equitable outcomes.
- 3.8 We will develop our policies to allow reasonable adjustments to be made in the delivery of our services to meet the diverse needs of tenants.
- 3.9 We will ensure that communication with tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of our tenants.

4 Responsibilities

- 4.1 All employees, board members, vendors and third parties acting on our behalf are responsible for complying with this policy.
- 4.2 Employees, board members, vendors and third parties acting on behalf of T3 Residential are required to be responsive and to act promptly should they become aware of any harassment or discrimination.

5 Recruitment and Selection

- 5.1 We value diversity and aim to promote equality of opportunity among our staff and those delivering services on our behalf and challenge issues and remove any barriers to achieving this goal.

6 Training and Development

- 6.1 To ensure that our commitment to promoting equal opportunities is embedded within our organisation and the Equality, Diversity and Inclusion Policy will be covered in our induction process.
- 6.2 We will continue to raise awareness of and share best practice in service delivery through the review and development of our policies and procedures.

7 Monitoring and Compliance

- 7.1 We will put in place mechanisms for staff and customers who feel they have been discriminated against to address the matter through the appropriate complaints process.

8 Dealing with Policy Breaches

- 8.1 T3 Residential will take steps to ensure that any complaint involving a claim of alleged discrimination and/or harassment is investigated thoroughly. Any member of staff or service provider who is found to be in breach of our policy will be subject to disciplinary action. We will take all reasonable steps (including but not limited to disciplinary action) to protect our employees and service users from discrimination.

9 Policy Review

9.1 The board is responsible for ensuring this policy is kept up to date, implemented within the organisation and monitored and evaluated.

9.2 The policy will be reviewed every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.

10 Background Documents

10.1 This policy should be read in accordance with the following policy documents:

- Governance Policy;
- Complaints Policy;
- Data Protection Policy; and
- Privacy Statement.

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