



herefordshire housing

>People >Homes >Communities

Equality, Diversity & Inclusion



Creating quality choices for communities

Introduction

We believe that each customer and colleague should be treated with dignity, respect and fairness.

Equality is about ensuring that everyone is treated fairly and that they have fair access to services. It's not about treating everyone exactly the same, because not everyone has the same needs or faces the same issues.

Diversity is about understanding and accepting that people are different and respecting these differences.

Inclusion happens when people feel valued and able to participate equally in their community and in society as a whole.

Our Equality, Diversity and Inclusion Scheme

We value all the people in the communities in which we work. We understand, however, that some people may be disadvantaged or face barriers in their daily lives and in accessing our services.

These disadvantages or barriers may be related to what the Equality Act 2010 calls 'protected characteristics,' because they are all protected against unlawful discrimination.

1. Age
2. Disability
3. Sex (Male or female gender)
4. Race (Colour, nationality, ethnic or national origin)
5. Sexual orientation (Gay, straight, bisexual)
6. Religion or belief
7. Gender reassignment (a process a person undertakes when s/he feels that their birth assigned gender is not the one to which they really belong)
8. Marriage and Civil Partnership status
9. Pregnancy and maternity

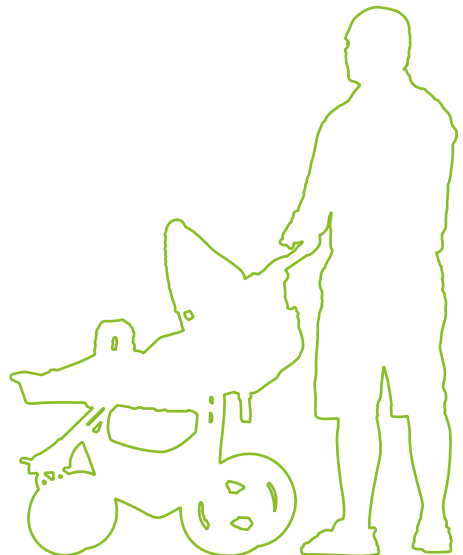
- Age discrimination can impact on the experience of all people, at some stage in their lives. Research suggests that age discrimination is the most widely experienced form of discrimination in the UK for every age group
- Disabled people often suffer from a number of disadvantages. They are more likely to live in poverty, less likely to have educational qualifications and more likely to be unemployed than non-disabled people
- Research by the Equality and Human Right Commission (EHRC) found that the life expectancy of Gypsy and Traveller men and women is 10 years lower than the national average
- Trans people experience high levels of hate crime and hate incidents. One study found that 62% had experienced harassment from strangers in public
- Women are still much more likely to be victims of domestic abuse than men. A quarter of women will experience domestic abuse during their lifetime and, on average, every week two women are killed by a current or former partner
- 17% of victims of homophobic hate crimes experience a physical assault and the figures double for ethnic minority gay people

Pregnancy and Maternity.

In the workplace a woman is protected against discrimination on the grounds of pregnancy and maternity. It is also unlawful for a service provider to ask a woman to stop or leave their premises because she is breastfeeding.

Marriage and Civil Partnership.

The Civil Partnership Act enables same sex couples to legally register their partnership and have the same rights and responsibilities as married heterosexuals.



Some of the types of problems that people may experience because of a protected characteristic are set out in our Equality, Diversity and Inclusion Scheme.

The scheme sets out our commitment to equality, diversity and inclusion and the promotion of positive attitudes in everything that we do and in all aspects of our business.

The Scheme is built around three overarching key strategic outcomes, which reflect our work as a service provider, as a business and as an employer.



Strategic Outcome 1:

Our work to promote tenancy sustainment and inclusion helps create and maintain cohesive communities.

Strategic Outcome 2:

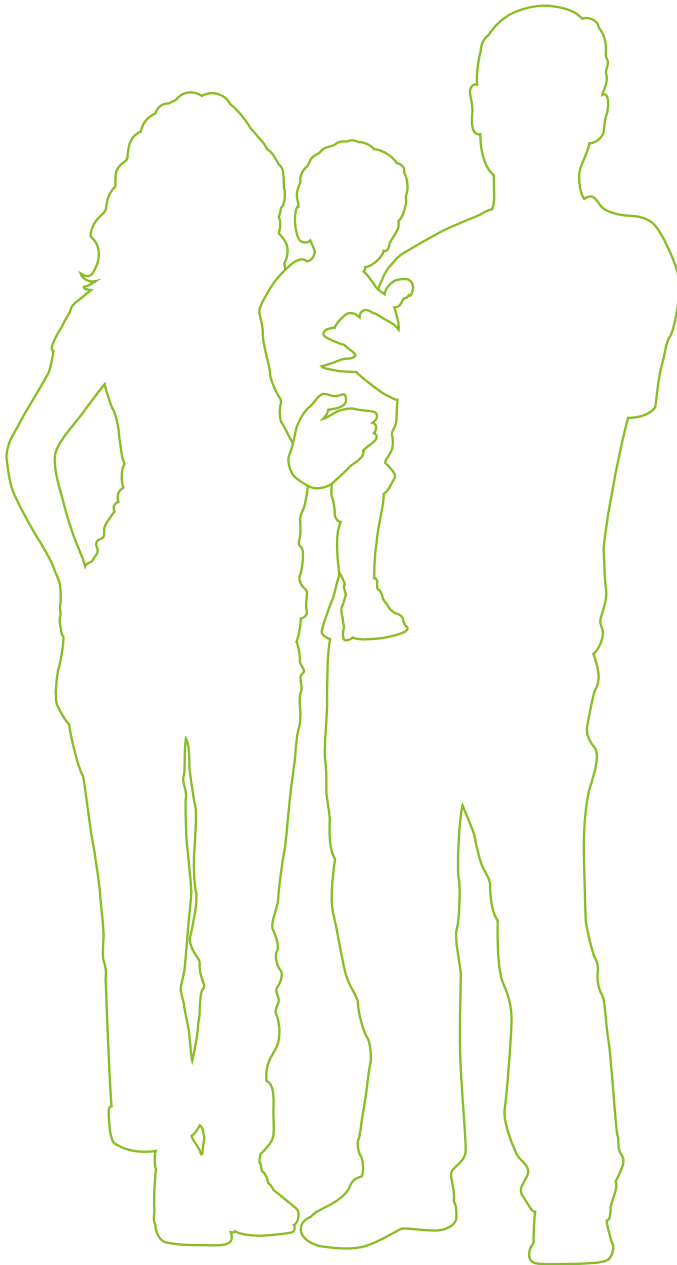
The operational practices and culture of our business ensures that our customers are given a voice and have fair access to our services.

Strategic Outcome 3:

Equality and diversity plays a key role in our recruitment and employment practices and colleagues, customers and the business benefits from a diverse and representative workforce.

A full copy of our Equality, Diversity and Inclusion Scheme is available on our website www.hhl.org.uk. For more information, please call 0300 777 4321.





Head Office:

Legion Way, Hereford, HR1 1LN.
Central telephone: 0300 777 4321
Central fax: (01432) 384198
Email: info@hhl.org.uk

South Wye Office:

Jubilee Court Community Facility,
Kilvert Road, Newton Farm,
Hereford, HR2 7FE.
Telephone: (01432) 346091
Fax: (01432) 379260.

City Centre Office:

One-Stop Shop, 84-86 Widemarsh
Street, Hereford, HR4 9HG.
Telephone: (01432) 346070
Fax: (01432) 346089

**If you require this information leaflet in Braille,
large print or audio format please call
0300 777 4321**

Minicom users please call: (01432) 378 487

Versions in other languages 

Polish

Ta ulotka zawiera informacje na temat Równouprawnienia i Różnorodności. Jeśli mają Państwo jakiegokolwiek problemy z czytaniem tej ulotki w języku angielskim, prosimy do nas zadzwonić pod numer 0300 777 4321

Russian

Это информация о равноправии и этнокультурных различиях. Если вы испытываете трудности с прочтением данного информационного листка на английском языке, пожалуйста позвоните по телефону 0300 777 4321

Portuguese

Esta informação fala sobre igualdade e diversidade. Se você tiver alguma dificuldade para ler este folheto em inglês, favor telefonar para 0300 777 4321

Lithuanian

Tai informacija apie lygybę ir įvairovę. Jeigu Jums sunku suprasti šį bukletą angliškai, skambinkite tel. 0300 777 4321

Stay informed. Follow us on:





herefordshire housing

> People > Homes > Communities

Head Office

> Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN

> Telephone 0300 777 4321 > Fax 01432 384198

> Email info@hhl.org.uk > Website www.hhl.org.uk

