



Dovecotes Tenant Management Organisation Limited

Equal Opportunities Statement of Intent.

1. Statement of Intent

1.1 The TMO will provide and promote equality of opportunity for, and equality of treatment of, its customers in all its activities.

1.2 The TMO will actively work towards promoting good relations, eliminating discrimination and addressing existing disadvantage in relation to different groups on the basis of race, colour, ethnic and national origin, nationality, gender, disability, religion, sexual orientation, marital status, HIV/Aids status, responsibility for dependents and age.

1.3 Dovecotes TMO recognise that discrimination includes:

- Direct Discrimination.

Treating one person less favourably than another, because of, for example, race or sex. An example would be refusing to house someone merely because of their ethnic origin.

- Indirect Discrimination.

Creating a condition of requirement which cannot be shown to be justifiable and which in practice precludes people from certain groups from, for example, being allocated a house. An example would be treating an offer of accommodation as being refused if an adult was unable to attend an interview at the time they are due to collect children from school.

- Harassment.

Where a person is harassed or abused because of, for example, race, sex or disability. This could be as a result of less favourable treatment by creating a situation likely to have a detrimental effect on the work, lifestyle or personal well being of an individual or group of people.

- Victimisation

Where a person is treated less favourably because they have, or it is suspected they will, pursue their rights under the Equal Opportunities Policy via the grievance or harassment and nuisance procedures and/or legal proceedings.

- 1.4 The TMO will endeavour to recognise and eliminate unfair and unlawful discrimination wherever it occurs. It intends to operate in accordance with relevant legislation, guidance and good practice published by relevant bodies and will monitor the success of equalities policies.
- 1.5 The TMO will expect the co-operation of every employee and individual Board Members in recognising and putting into operation the ethos of equality of treatment and opportunity
- 1.6 The TMO will advise contractors, consultants and other agencies of the commitment to equal opportunities and will request details of their own equal opportunities policy and practice.
- 1.7 The TMO will work in partnership with and take advice from specialising in housing for BME communities whenever appropriate, with the aim of bringing about improvements in equal opportunities in its policies and practices.

2. Areas of Work

- 2.1 The TMO aims to ensure that the services it provides are fair, appropriate and responsive to the needs and aspirations of the different groups within the community. It will endeavour to respond to the specific needs of individuals and particular groups.
- 2.2 The Equal Opportunities Policy will apply across all service areas including those listed below.

Allocation and letting of properties;

- To promote fairness and ensure that no-one is disadvantaged on any grounds;
- To promote social inclusion and successful communities;
- Recognising that the accommodation and location requirements of households varies and sometimes depends on cultural or personal needs;
- In assessing and meeting accommodation requirements for individuals or groups with disabilities, or who are elderly;
- To facilitate mobility through transfer;
- To ensure lettings to BME tenants are proportionate to BME housing need in the Borough.

The delivery of housing services;

- Rent collection;
- Repairs and maintenance;
- Arrears management;
- Estate management;
- Leasehold management;
- Dealing with anti-social behaviour and harassment;
- Customer care.

Resident's participation and consultation

- To aspire to securing the involvement of all relevant groups
- For consultation and participation in the planning and provision of services, to be achieved through liaison and consultation with relevant organisations representing the interests of the BME communities, disability groups, women and young people etc;
- Tackle barriers to participation on tenants' and residents' groups.

Improvement and regeneration programmes

- To ensure that money available for these activities is distributed fairly and that households are treated fairly where decanting is necessary.
- To ensure that areas previously unattractive, inaccessible or hostile towards certain vulnerable or disadvantaged groups are made attractive, accessible and friendly.

Tenant Satisfaction;

- To ensure that tenant satisfaction is at least as high for BME tenants as for non BME tenants.

3 Actions to Promote Equal Opportunities in Service Delivery

3.1 The TMO will ensure that equalities matters are incorporated into all relevant policies, action plans and procedures, to aim to ensure that policies and services are fair.

3.3 The TMO will provide training in equalities and diversity for employees and Board Members to ensure that they are aware of their responsibilities and actively promote equalities policies.

3.4 The TMO will aim to promote a positive culture of equality of opportunity and equality of treatment of employees. .

3.5 The TMO will, encourage reporting of incidents of a discriminatory nature and ensure confidentiality in relation to complaints made. The complaints

procedure will be clear, accessible, fair and effective. Reported incidents will be taken seriously, they will be thoroughly investigated and any necessary actions needed to remedy the situation will be taken, including disciplinary action.

3.6 The TMO, will take positive action to prevent discrimination or to ensure that all people are able access the service on equal terms.

3.7 The TMO will ensure that all buildings for public use are accessible and compliant with the requirements of the Disability Discrimination Act 1995.

4. Implementation

4.1 Members of the Board, and all other employees are responsible for ensuring this equal opportunities policy is implemented.

4.2 The TMO Board will be responsible for ensuring that the equalities dimension is considered and included in making decisions, drawing up procedures, and in all other activities, and that sufficient resources are made available for implementation purposes.

4.3 It is the responsibility of all employees, to ensure that their work is carried out in line with this policy and any related procedures.

4.4 The Board will take responsibility for ensuring that all employees are aware of the Equal Opportunities its implications and their responsibility for its success.

4.5 The TMO Board will take responsibility for taking appropriate action where there is evidence of breach of this policy.

5. Monitoring

5.1 A framework for monitoring equalities performance against this policy and any relevant performance indicators will be established. In doing so, The TMO will take on board the recommendations in the CRE's Code of Practice in Rented Housing that gives guidance on the monitoring of ethnic records.

5.2 Information gained through monitoring will be made widely accessible, subject to the requirements of data protection and other relevant legislation. Subject to those requirements, The TMO will use this information to revise its policy, procedures and practice relating to equal opportunities policies.

5.3 The Board will be responsible for ensuring the monitoring of the TMO's activities in relation to equal opportunities takes place.

6. Review

- 6.1 The TMO will undertake regular reviews of this policy, procedures related to it and staff training needs, to ensure that it continues to operate best practice. Reviews will take place at intervals of not more than three years.
- 6.2 There will be an automatic review of this policy whenever there is a change of policy or legislation.
- 6.3 The TMO Board and Manager will be responsible for ensuring that the above reviews of this policy are undertaken.