



Equality, Diversity and Inclusion Policy

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Policy	EQUALITY, DIVERSITY & INCLUSION POLICY			Central Services
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Elaine Morgan – Chief Executive		24/09/2026		
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1. Purpose

- 1.1. The purpose of this policy is to set out how Hull Churches Housing Association Limited (the Association/HCHA) is committed to equality, diversity and inclusion in the way we provide homes and services, support tenants and residents, employ and involve staff, work with partners, and govern the organisation.
- 1.2. As a small social landlord, we recognise that our size allows us to know our communities well and respond personally and proportionately. We will use that local knowledge to remove barriers, treat people fairly, and make sure our decisions and services are inclusive, accessible and respectful.

2. Scope

- 2.1. This policy applies to all Board members, employees, agency workers, volunteers, contractors, consultants and anyone working on our behalf. It also applies to how we interact with tenants, residents, applicants, leaseholders, service users, partners and members of the wider community.

3. Policy Statement

- 3.1. HCHA are committed to creating an organisation where everyone is treated with dignity and respect. We will not tolerate unlawful discrimination, harassment, victimisation, bullying or prejudice in any form.
- 3.2. HCHA will actively consider equality, diversity and inclusion when designing services, making decisions, communicating with tenants, recruiting and supporting staff, appointing contractors, managing complaints, engaging with residents, and reporting to our Board.

4. Legal and Regulatory Framework

- 4.1. We will comply with the Equality Act 2010 and all other relevant legislation. The Equality Act protects people from discrimination linked to protected characteristics, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 4.2. We will also have regard to the expectations of the Regulator of Social Housing and the consumer standards, including the importance of fair, respectful, accessible and transparent services for tenants.

5. Our commitments

5.1. HCHA will abide by the following commitments;

- We will treat people fairly, respectfully and without unlawful discrimination.
- We will make reasonable adjustments where required and take practical steps to remove barriers to accessing our services.
- We will communicate in clear, accessible ways and provide alternative formats or support where reasonably required.
- We will listen to tenants and residents, including people whose voices may be less often heard.
- We will use equality information appropriately to understand needs, improve services and support fair decision-making.
- We will take reports of discrimination, harassment, hate incidents and victimisation seriously and respond promptly.
- We will expect contractors and partners to uphold similar standards of fairness, dignity and respect.
- We will promote an inclusive workplace where staff feel valued, supported and able to contribute.

6. Service delivery and tenant engagement

6.1. HCHA will design and deliver housing services in a way that takes account of the different needs of tenants and residents. This includes repairs, housing management, income collection, allocations, complaints, resident involvement, safeguarding, anti-social behaviour casework and communication.

6.2. HCHA will seek to understand the diverse needs of our tenants and communities through proportionate data collection, feedback, complaints learning, satisfaction information, engagement activity and local knowledge. We will use this insight to improve access, outcomes and tenant experience.

7. Employment and workplace culture

7.1. We aim to be a fair and inclusive employer. Recruitment, selection, development, promotion, performance management, pay, training and employment decisions will be based on objective criteria and business need. We will not unlawfully discriminate against staff or applicants.

7.2. We will encourage an open culture where staff can raise concerns, challenge inappropriate behaviour and contribute ideas for improving inclusion. Managers will be expected to model inclusive behaviour and respond appropriately to concerns.

8. Roles and responsibilities

8.1. There are the following defined roles and responsibilities

- The Board: Provide leadership, approve the policy, seek assurance that equality and inclusion are considered in strategy, risk and governance, and monitor progress.
- The Chief Executive: Ensure the policy is implemented, resourced proportionately, embedded in services and employment practice, and reported to the Board.
- Managers: Apply the policy in day-to-day decisions, support staff, respond to concerns and ensure services are accessible and fair.
- Employees: Treat others with dignity and respect, follow this policy, complete relevant training and report concerns appropriately.
- Contractors & Partners: Provide services in line with our expectations on fairness, respect, accessibility and non-discrimination.

9. Reasonable adjustments and accessibility

9.1. We will consider requests for reasonable adjustments from tenants, residents, applicants, staff and job applicants. Adjustments may relate to communication, appointments, access to services, workplace arrangements, interview processes, or the way we apply policies and procedures.

9.2. Where we cannot agree to a requested adjustment, we will explain the reasons clearly and consider whether an alternative adjustment can meet the identified need.

10. Procurement, contractors and partners

10.1. HCHA will expect suppliers, contractors and partners to comply with equality legislation and act consistently with this policy when delivering services on our behalf. Where appropriate, our procurement and contract management arrangements will include consideration of accessibility, respectful conduct, safeguarding, complaints handling and tenant communication.

11. Data, monitoring and reporting

11.1. HCHA will collect and use equality, diversity and inclusion information lawfully, transparently and proportionately. This may include information about tenants, residents, staff, applicants, service outcomes, complaints, satisfaction, engagement and employment practices.

11.2. We will use this information to identify possible barriers, understand whether services are accessible and fair, support better decision-making, and provide assurance to the Board. Personal information will be handled in line with data protection requirements.

12. Equality impact considerations

12.1. HCHA will consider equality implications when developing or reviewing key policies, strategies, service changes and significant decisions. The level of assessment will be proportionate to the scale and potential impact of the decision.

12.2. Where a potential negative impact is identified, we will consider whether it can be removed, reduced or justified, and whether any alternative approach would better promote fairness and inclusion.

13. Discrimination, harassment and hate incidents

13.1. HCHA will take allegations of discrimination, harassment, victimisation, bullying, hate incidents and hate crime seriously, whether they involve tenants, residents, staff, contractors or others. Concerns may be handled through the most appropriate route, including complaints, anti-social behaviour procedures, safeguarding arrangements, tenancy management, disciplinary procedures or referral to external agencies where necessary.

14. Training and awareness

14.1. The Association will provide proportionate training and guidance so that Board members, managers, staff and relevant representatives understand their responsibilities under this policy. Training will be appropriate to roles and may include equality law, unconscious bias, accessible communication, reasonable adjustments, inclusive leadership, complaints learning and tenant vulnerability.

15. Breaches of this policy

15.1. Breaches of this policy by employees may be considered under HCHA's disciplinary procedures. Breaches by tenants, residents, contractors, Board members or others will be considered under the relevant agreement, code of conduct, tenancy condition, contract, complaints process or legal framework.

16. Review

16.1. This policy will be reviewed at least every three years, or sooner if there are significant changes in legislation, regulation, organisational structure, service delivery, tenant profile, risk, or learning from complaints and engagement.