

Equality Statement

At NCHA we recognise that discrimination can take many forms. We are committed to identifying and eliminating any unlawful discrimination and promoting equal opportunities for our tenants, services users and staff.

It is our duty to ensure that unlawful discrimination is not tolerated or perpetuated in the design or delivery of our services or in our working environment. We will make every effort to ensure that our services are equally accessible, relevant and useful to all members of the communities we serve.

This includes eliminating discrimination on the grounds of age, religion/belief, race, sex, gender reassignment, sexual orientation, disability, pregnancy/maternity and marital /civil partnership status. In addition, NCHA has a statement and action plan regarding Modern Slavery and Human Trafficking.

As an employer we strive to be representative of the communities we serve, and we work to ensure our workforce have the skills and understanding to respond well to diverse needs. We also expect those who we work with, including contractors and suppliers, to share our principles of valuing diversity and promoting equality. We strive to understand people's needs, make our services accessible to all, and believe no one should be treated less favourably than others.

Demonstrating our commitment

As a service provider, we will:

1. Provide housing and related services that are relevant to local needs, inclusive and culturally sensitive. We will use information from a wide range of sources to develop policies, procedures and services that recognise and value diversity.
2. Consult with relevant stakeholder groups, commissioners, and organisations representing particular people to determine the housing and related needs of those using our services. We will recognise and value the diversity of the people using our services.
3. Work with tenants, service user communities, local partners and other agencies to promote good relations and tackle anti-social behaviour and hate crime.
4. Use equality monitoring information to develop services which are fair and inclusive, provide opportunities for all people to participate in consultation processes, and respond positively to their specific needs.
5. Expect and require all contractors and consultants to share our commitment to oppose all forms of discrimination.
6. Challenge direct and indirect discriminatory practices or behaviour.
7. Provide support and adaptations to tenants and service users to help them sustain their tenancies.

8. Provide access and opportunities for disabled tenants and service users to participate in consultation and governance processes.

As an employer, we will:

1. Work towards employing an inclusive and representative workforce that reflects the diversity of the local community. This applies to all levels of our organisation, from the front line to the Board.
2. Use agreed criteria and procedures consistently and fairly in all stages of the recruitment and selection process, including the use of 'name blind' recruitment wherever possible and making reasonable adjustments for disabled candidates where necessary.
3. Recruit and promote people on the basis of skills, experience, ability and values needed to do the job. We will not use selection criteria that have the effect of disadvantaging people with protected characteristics.
4. Maintain records in key aspects of the employment cycle to identify any areas of inequality and then take appropriate action to correct this. We will analyse our policies periodically to ensure they support equality.
5. Create a positive and inclusive working environment free from fear of discrimination or harassment. We will work to ensure that all employees feel happy to be open about who they are.
6. Ensure that all terms and conditions of service are inclusive and are applied equally to all staff.
7. Where reasonable and practical, make changes to policies, rules and procedures to allow time and facilities for religious observance in the workplace.
8. Make reasonable adjustments within the workplace, where possible, to allow staff to work to their fullest ability and potential.
9. Maintain Union recognition and collective bargaining arrangements.
10. Ensure that all employees receive the induction, training and learning opportunities necessary to develop the knowledge and skills required for employees and volunteers to perform their roles and contribute to achieving NCHA's objectives - this includes training on equality and diversity issues.