

Sandwell Homes Equality & Diversity Policy



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Arabic

أو بطباعة مكبرة أو على شريط إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030 لنسخة مطبوعة بطريقة برايل للمكفوفين

Bengali

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Kurdish Kumanji

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Kurdish Sorani

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Punjabi

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Polish

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Urdu

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہئے یا بریل،
بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے
مہربانی 0121-569 6030 پر رابطہ کریں

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Foreword

Welcome to our Equality and Diversity Policy for Sandwell Homes. We hope you find it to be a valuable and useful document.

This Policy encapsulates our strong commitment to promoting equality and embracing diversity across all our activities, whether you are a customer, an employee or another stakeholder. We have tried to keep the document clear and concise so that as many people as possible can access it and understand the commitments that it enshrines.

We recognise that this Policy will only be successful if it reflects the views of all our stakeholders. The Policy has been put together through the collective effort of Sandwell Home's customers, employees and key partners in the community. We thank them for their contribution.

The Board of Sandwell Homes will keep a continuous check on our performance against this Policy. We will undertake a more comprehensive review within three years to ensure that the Policy is still relevant and effective.



Paul Field
Interim Chief Executive



Len Gibbs
Chair

1. Introduction

Sandwell Homes is an Arms Length Management Organisation (ALMO), set up by Sandwell Metropolitan Borough Council in 2004 to manage and maintain its council homes. Sandwell Homes is responsible for providing housing services on behalf of Sandwell Metropolitan Borough Council.

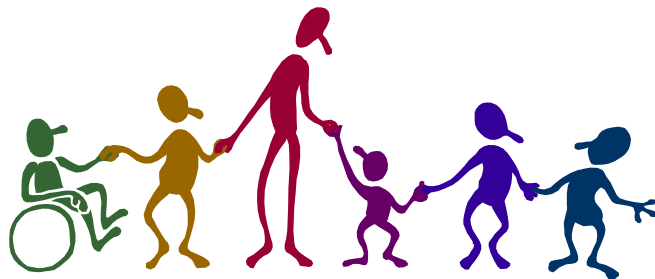
The Board and employees of Sandwell Homes are committed to achieving our vision, “To be nationally recognised as a best practice social housing provider by delivering sustainable quality homes and excellent customer services through committed and motivated people.”

The route map for achieving our vision is set out in our mission statement, “Improve the quality of life for people in Sandwell, by providing quality housing and excellent services, to enable healthy living in safe and sustainable neighbourhoods”

Our work is guided by four strategic priorities:

- To be viable
- To be customer focused
- To create sustainable communities
- To be high performing

Sandwell Homes recognises that a strong commitment to equal opportunity and diversity throughout the organisation, backed up by taking committed actions, is essential if it is to be successful.



2. Policy Statement

Sandwell Homes is committed to promoting equality and embracing diversity. Our aim is equitable treatment for everyone who uses our services and works for Sandwell Homes. We also recognise that by reflecting and valuing the diversity of our community, we will be a better employer and will deliver better services.

Sandwell Homes will ensure that no resident, service user, employee or job applicant is discriminated against or receives less favourable treatment on the grounds of gender, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation (including gay men, lesbians and bi-sexuals), gender re-assignment, responsibility for dependants, age, trade union or political activities, religious beliefs, spent offences or any other status as identified in the European Convention of Human Rights.

Sandwell Homes strives to eliminate all forms of discrimination. We recognise that this requires not only a commitment to remove discrimination, but also action, through positive policies to redress the inequalities produced by the past. Sandwell Homes will set aside specific resources for improving equality practice.

3. Valuing Diversity

Sandwell is a diverse community and as such we value and celebrate the richness of culture, backgrounds and traditions we share. We see the diverse communities and cultures in the borough as a positive force for the good of all.

We believe that by valuing diversity, we will make our services more accessible to everyone who uses them and bring about fairer employment practices.

Sandwell Homes wishes to develop a workforce which is drawn from a variety of racial, ethnic and religious backgrounds, and which includes disabled people, gay and lesbian people, younger and older people, men, women and gender variant individuals.

The workforce will be developed so that people from these groups are represented across the entire workforce and at all pay grades. We will achieve this by setting and monitoring measurable Equality Targets for the

workforce, aimed at addressing issues of disproportionality and under-representation. The achievement of these targets will be supported by, and directly linked to, commitments and initiatives in the Company's Positive Action Plan for Employment.

By employing a diverse workforce at all levels of the organisation, Sandwell Homes will be better positioned to develop and deliver services that reflect the needs and wants of the entire community.

4. Terminology

It is recognised that discrimination can take different forms:

Direct Discrimination takes place if a person is treated less favourably than someone else based on differences: an example would be not to serve a customer merely because of his or her ethnic origin or gender.

Indirect Discrimination takes place when a rule, condition or practice disadvantages one group of people more than another. If the rule, condition or practice, puts people from a particular group at a disadvantage and this cannot be justified, this is indirect discrimination: an example would be if customers are advised that they can only contact an organisation in writing. This would be indirect discrimination against people who cannot write.

Harassment is unwarranted, unwelcome and uninvited behaviour, which is intimidating, humiliating, degrading, offensive or distressing to the recipient. Harassment can consist of acts of intimidation against a person because of their race / ethnicity, sexual orientation, gender, age, religion / belief or disability. There may be other reasons, for example: embarrassing comments made about the clothes that an individual wears.

Victimisation is a process whereby a person is targeted for unwarranted, unfair behaviour - it could be because the individual has exercised their rights under equality legislation (or has indicated that they intend to do so) and is treated less favorably as a direct result. It applies equally to a person who is supporting (or indicates that they intend to support) another person who is exercising their rights under the legislation. It could also be for no reason other than the fact that they are different to the person responsible for the unwarranted, unfair behaviour: for example, the colour of their hair or their weight etc.

Institutional Racism is the collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping, which may disadvantage minority ethnic people.

Sandwell Homes has acknowledged and adopted the definition of a racist incident from the MacPherson Report (Stephen Lawrence enquiry): -

‘A racist incident is any incident which is perceived to be racist by the victim or any other person’

Transphobia refers to various kinds of behaviour, mostly due to fear or hatred towards trans-sexual / trans-gender individuals. It often takes the form of refusal to accept a person's new gender expression.

Whether intentional or not, trans-phobia can have severe consequences for the targeted person; also, many trans people experience homophobia as well, from people who associate gender identity disorder as a form of homosexuality

Anti-social Behaviour - all unwanted behaviour can be regarded as anti-social behaviour. Amongst the vast array of criminal and non-criminal behaviours that can be regarded as anti-social, Sandwell Homes focuses on behaviour that has significant, negative impact on others' quality of life, even though it may not take the form of serious criminality.

Sandwell Homes follows the Council's **Anti-Social Behaviour Policy** when dealing with reported acts of anti-social behaviour. (A copy can be obtained from the Sandwell Homes website or any of our housing offices)

Hate Crime is a severe form of harassment, which goes beyond causing offence or hostility. Hate crime is a criminal offence committed against a person or property that is motivated by a person's hatred of someone because of their race, colour, ethnicity, nationality or national origins, religion, gender or gender identity, sexual orientation, disability or age (there may be other reasons).

Hate crime is any incident, which is perceived by the victim or any other person as being motivated by prejudice or hate.

Sandwell Homes **Anti-Harassment Policy** sets out our approach to eliminate all forms of harassment. *(A copy can be obtained from the Sandwell Homes' website or any of our housing offices)*

5. Key Groups

This section explains how our equality policy relates to the main groups of people who often face discrimination, disadvantage and victimisation. We do not have statements for all the groups who often face discrimination and disadvantage. We will develop more statements as the policy is implemented.

Gender:

Men, women and trans people.

We know that women and trans individuals face disadvantage and discrimination, including institutional discrimination. This is because of attitudes and actions based on the belief that one gender (women or men) is more superior to the other. This kind of belief is described as sexism. It is women who usually experience disadvantage or discrimination because of sexism.

Sexism can mean women are the subjects of negative stereotypes and attitudes, treated as inferiors and denied the same quality of life as men. It can also mean they face harassment, hatred and violence.

The term 'trans' refers to someone who thinks that the gender assigned to them at birth is not a correct or complete description of what they feel. It is a catch-all term that includes transvestites, transsexuals, cross-dressers and others.

We also know that trans people can face disadvantage and discrimination because of attitudes and actions based on hatred or ignorance. This is called transphobia.

Transphobia can mean trans people are subjects of negative stereotypes and attitudes, treated as inferiors and denied the same quality of life as people who are happy with their birth gender. It can also mean they face harassment, hatred and violence.

We will recognise and address the different needs of women and trans individuals. We will in particular:

- Carry out our duties under laws passed to stop discrimination, including the Sex Discrimination Act 1975, Equal Pay Act 1970, The Sex Discrimination (Gender Reassignment) Regulations 1999 and The Gender Recognition Act (2004):
- Challenge sexism and transphobia by our employees, other organisations and users of our services:
- Deal effectively and consistently with sexual harassment and violence:
- Promote positive images of women and trans people and challenge attitudes that patronise or discriminate against them:
- Support campaigns and activities for achieving full equality, including legal equality, for women and trans people:
- Work with others to make Sandwell a safe place for women and trans people to live, work, study and spend their leisure time:
- Support all women and trans employees to develop their potential in relation to identified business need:
- Aim to develop an overall workforce that better reflects an equal balance of women and men, especially at senior management levels;
- Support the formation of groups, networks and services for women and trans people as our employees and users of our services.

We recognise that women and trans people can face other forms of discrimination or disadvantage because of their race, faith, age, marital status, family circumstances, caring responsibilities, disability, other long-term medical condition, sexual orientation or gender identity.

We will make sure our policies, developed to tackle these issues, include ways to address the needs of women, men and trans people.

We acknowledge that men may also experience discrimination or disadvantage, but statistics and trends show that the discrimination and

disadvantage faced by women and trans people greatly outweighs that which is experienced by men.

Ethnicity:

Black and minority ethnic communities: (race, colour, ethnic or national origin, nationality and immigration status. Gypsies and travellers are included within this category as distinct racial groups)

We know that black and minority ethnic communities face disadvantage and discrimination including institutional discrimination. This is because of attitudes and actions based on the belief that one race is better than another. This kind of belief is called racism. Racism covers these kinds of negative beliefs whether they are based on race, colour, nationality, national or ethnic origin. In Britain it is black and minority ethnic communities who most often experience disadvantage or discrimination because of racism.

Racism can mean black and minority ethnic people are the subjects of negative stereotypes and attitudes, treated as inferiors and denied the same quality of life as other communities. It can also mean they face harassment, hatred and violence.

We will meet the specific needs of black and minority ethnic communities. We will in particular:

- Carry out our duties under laws passed to stop discrimination, including the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000:
- Challenge racism by our employees, other organisations and users of our services:
- Deal effectively and consistently with racial harassment and violence:
- Support campaigns and activities for achieving full equality, including legal equality, for black and minority ethnic people:
- Promote positive images of black and minority ethnic communities and challenge attitudes that patronise or discriminate against them:

- Work with others to make Sandwell a safe place for black and minority ethnic communities to live, work, study and spend their leisure time:
- Support all black and minority ethnic employees to develop their potential in relation to identified business need:
- Aim to develop an overall workforce that better reflects black and minority ethnic communities in Sandwell especially at senior management levels:
- Support the formation of groups, networks and services for black and minority ethnic people, as our employees and as users of our services:
- Work with others to support new communities in Sandwell.

We understand that black and minority ethnic people are part of diverse communities and that racism affects these communities in different ways. We will take responsibility for making sure we meet the range of needs that arise from this.

We also recognise that black and minority ethnic people can face other forms of discrimination or disadvantage because of their faith, age, gender or gender identity, marital status, family circumstances, caring responsibilities, disability or other long-term medical condition or sexual orientation. We will make sure our policies, developed to tackle these issues, include ways to address the needs of black and minority ethnic communities.

Disability;

“People with physical or mental impairments that have substantial or long term, negative effects on their ability to carry out day to day activities (e.g. deaf people, blind people, people with AIDS, learning difficulties, people with a mental illness, and people living with HIV)”

We know that disabled people face disadvantage and discrimination, including institutional discrimination. This is because of attitudes and actions based on the belief that disabled people are less able than other people. These kinds of beliefs are based on an idea that disabled people are impaired in some way, rather than recognising that it is other people, organisations and systems in society that create barriers which prevent disabled people from participating fully in society.

We recognise that the barriers that prevent disabled people participating fully in society are created in a number of different ways and relate to a number of different aspects of life. This policy reflects this recognition and commits us to address these barriers that affect people who are physically disabled, learning disabled or have poor mental health, to name just a few of the different ways that people are disabled by society.

The prejudices that exist can mean that disabled people are the subject of negative stereotypes or attitudes. They are often patronised by other people and not given the same access to the full range of services and work as other people. Disabled people can also face harassment, hatred and violence.

We will meet the specific needs of disabled people. We will in particular:

- Carry out our duties under laws passed to stop discrimination, including the Disability Discrimination Act 1995 and 2005:
- Promote positive images of disabled people and challenge attitudes that patronise or discriminate against them:
- Deal effectively and consistently with any harassment and violence towards disabled people:
- Develop our services and the environments we deliver them from, to remove barriers preventing disabled people from having the same access as others:
- Support campaigns and activities for achieving full equality, including legal equality, for disabled people:
- Work with others to make Sandwell a safe and accessible place for disabled people to live, work, study and spend their leisure time:
- Carry out, review and build on our commitments under the Employment Service 'positive about disabled people' scheme:
- Aim to develop a workforce that better reflects the disabled communities in Sandwell:
- Support all disabled employees to develop their potential in relation to identified business need:

- Support the formation of groups, networks and services for disabled people, as our employees and as users of our services.

We also recognise that disabled people can face other forms of discrimination or disadvantage because of their race, faith, age, gender or gender identity, marital status, family circumstances, caring responsibilities or sexual orientation. We will make sure our policies, developed to tackle these issues, include ways to address the needs of people with disabilities.

Sexuality:

Gay women (lesbians), gay men and bi-sexual people.

We know that lesbians, gay men and bisexual people can face disadvantage or discrimination including institutional discrimination, because of attitudes and actions based on hatred or the belief that heterosexual (straight) people are better or have more valid lifestyles. This is called homophobia. Disadvantage and discrimination can also be experienced by lesbians, gay men and bisexual people because of heterosexism, which is the assumption that everyone is heterosexual.

Homophobia and heterosexism can mean that lesbians, gay men and bisexual people are the subjects of negative stereotypes and attitudes, treated as inferiors and denied the same quality of life as heterosexual people. It can also mean they face harassment, hatred and violence.

We will meet the specific needs of lesbians, gay men and bisexual people. We will in particular:

- Carry out our duties under laws passed to stop discrimination, including Employment Equality (Sexual Orientation) Regulations 2003 and Sex Discrimination Act 1975:
- Challenge heterosexism, homophobia and transphobia by our employees, other organisations and users of our services:
- Deal effectively and consistently with any harassment, victimisation, discrimination and violence towards lesbians, gay men or bisexual people:
- Support campaigns and activities for achieving full equality, including legal equality, for lesbians, gay men and bisexual people:

- Promote positive images of lesbians, gay men and bisexual people and challenge attitudes that patronise or discriminate against them:
- Work with others to make Sandwell a safe place for lesbians, gay men and bisexual people to live, work, study and spend their leisure time:
- Support all lesbians, gay men and bisexual people to develop their potential in relation to identified business need:
- Support the formation of groups, networks and services for lesbians, gay men and bisexual people, as our employees and users of our services:
- Support the right of lesbian, gay and bisexual service users, employees and others we work with, to be open about who they are. We will do this by creating an atmosphere and environment where it is safe for them to do so, by acknowledging that relationships between people of the same gender are equally valid to those between women and men, and by not assuming that employees or users of our services are heterosexual.

We also recognise that lesbians, gay men and bisexual people can face other forms of discrimination or disadvantage because of their race, faith, age, gender or gender identity, marital status, family circumstances, caring responsibilities, or because they are disabled. We will make sure our policies, developed to tackle these issues, include ways to address the needs of lesbians, gay men and bisexual people.

Religion / Faith

Sandwell Homes knows that people from various religious faiths or with strong religious or other beliefs face disadvantage and discrimination, including institutional discrimination. This is because of attitudes and actions based on views or beliefs that one religion is better than another. Sandwell Homes will seek to ensure that people can worship and express their religious and other beliefs freely, without fear of intimidation and that an individual's choice to practice their religion or belief is respected. Sandwell Homes will respect the right of every citizen and employee to hold political and other beliefs, or to be a member of a Trade Union if they wish.

Sandwell Homes, however, will not permit its employees to impose on others, their religious, political, or other views or philosophies, where these seek to limit the dignity or rights of others, cause offence, or incite racial, religious or other hatred, whilst carrying out their employment.

In order to support the rights of individuals to worship freely or to hold beliefs, Sandwell Homes will:

- Consider allowing time (if practical) within work schedules for religious observance whilst ensuring that business needs continue to be met:
- Address special dietary requirements, for example kosher, halal and vegetarian food when catering for meetings / events:
- Challenge religious and other intolerance by its employees, board Members, contractors, partners, other organisations and users of its services:
- Carry out its duties under the law including the Employment (Religion or Belief) Regulations 2003, to stop discrimination and provide equality of opportunity:
- Deal effectively and consistently with any harassment, victimisation, discrimination and violence towards people practicing their chosen religion or belief:
- Support campaigns and activities for achieving full equality, including legal equality, for people from all religions and beliefs:
- Support persons of all religious and other beliefs to develop their potential in relation to identified business need:
- Work with others to make Sandwell a safe place for people from all religions and beliefs to live, work, study and spend their leisure time.

We also recognise that people from various religious faiths or with strong religious or other beliefs can face other forms of discrimination or disadvantage because of their race, age, gender or gender identity, marital status, family circumstances, disability, caring responsibilities or sexuality. We will make sure our policies, developed to tackle these issues, include ways to address the needs of people of all religions and faiths.

Age

Sandwell Homes knows that young people and older people face disadvantage and discrimination, including institutional discrimination. This is because of the attitudes and actions based on views or beliefs held about

young or older people. This discrimination is known as ageism, and can particularly affect people seeking employment or services.

Sandwell Homes will specifically try to meet the needs of young people and older people by:

- Carrying out its duties under laws passed to stop discrimination, including the Employment Equality (Age) Regulations 2006:
- Challenging ageism by its employees, Board Members, contractors, partners, other organisations, and users of the Company's services:
- Carrying out its duties under the law, as it develops, to stop discrimination and provide equality of opportunity:
- Reviewing its own policies in relation to the retirement of staff and the recruitment and employment of people over retirement age:
- Dealing effectively and consistently with any harassment and violence towards young people or older people:
- Supporting campaigns and activities for achieving full equality, including legal equality, for people of all ages:
- Working with others to make Sandwell a safe place for people of all ages to live, work, study and spend their leisure time:
- Supporting the formation of groups, networks and services for young people and older people as employees of Sandwell Homes, and users of the services it provides:
- Supporting persons of all ages to develop their potential in relation to identified business need.

We also recognise that people of all ages can face other forms of discrimination or disadvantage because of their race, faith, gender or gender identity, marital status, family circumstances, disability, caring responsibilities or sexual orientation. We will make sure our policies, developed to tackle these issues, include ways to address the needs of people of all ages.

Socially Excluded Groups

Sandwell Homes knows that people such as migrants, the unemployed, households facing deprivation, people with literacy difficulties, elderly, people with disabilities, newcomers, homeless people, offenders, single parents and many others, face disadvantage and/or discrimination and as a result are often socially excluded from society. They may also be subject to institutional discrimination. This is because of attitudes and actions based on views or beliefs that one group is better than another or lack of awareness of their specific needs.

Sandwell Homes will seek to ensure that people who are socially excluded receive a fair and accessible service without fear of intimidation and that an individual's circumstance or disadvantage does not impact on the quality or accessibility of services. Sandwell Homes will respect the rights of every citizen and employee.

We will meet the specific needs of socially excluded communities. We will in particular:

- Continually analyse and monitor equality information to ensure we know who our main clients groups are and how to serve them
- Provide support to vulnerable tenants
- Work with other organisations in Sandwell to support new communities.
- Equality Impact Assess all of our customer facing policies, procedures and functions to ensure that there are no barriers or negative impacts for socially excluded groups.
- Promote and publicise our services in the most accessible formats and locations
- Ensure that there are initiatives to support socially excluded groups where there is a highlighted need
- Support campaigns and activities for achieving full equality, including legal equality for socially excluded groups.
- Work with partner organisations to make Sandwell a safe place for everyone to live, work, study and spend their leisure time:

- Work with other organizations to promote community cohesion
- Ensure that we work closely with community organizations and tenants so that we understand and are aware of the needs of socially excluded groups.
- Aim to develop an overall workforce that better reflects the community.
- Support the formation of groups, networks and services for socially excluded people as our employees and users of our services.
- Deal effectively and consistently with inequality based on individuals circumstance or disadvantage
- Develop our services and the environments we deliver them from, to remove barriers preventing socially excluded groups from having the same access to our services as others.

6. Legislation and Good Practice

Sandwell Homes will implement this Equality Policy in accordance with current legislation, and the associated Codes of Practice.

Anti-social Behaviour Act 2003:

This Act clarifies, streamlines and reinforces the powers available. On 14th October 2003, - alongside the introduction of the new Act, the Home Office launched the 'Together' Campaign and published an Action Plan 'Together: Tackling Anti-social Behaviour'. The aim of the Campaign was to help improve the response to tackling anti-social behaviour, - including funding for every area of England and Wales, a new 'Together' Action Line, Website and Academy to provide help and support to practitioners and a range of projects to tackle nuisance families, begging and environmental crime.

The Act also provides new tools including:

- [Anti-social Behaviour Injunctions](#): the legislation now gives Housing Associations and Local Authorities the power to injunct anyone - not just tenants - who are causing a nuisance which affects the way estates are

managed and gives protection to those engaged in lawful activity on the estate or members of the landlord staff carrying out their duties.

- [A Power of Arrest](#): can be attached to an injunction obtained through the Local Government Act 1972 if there is a threat of violence or use of violence or there is significant risk of harm.
- [Proceedings for Possession](#): the Act now allows courts to take the following issues into account when they are considering granting possession orders:
 - The effect on those in the locality if the nuisance is repeated
 - The effect of the nuisance on those in the locality
 - The continuing effect of the nuisance.
- [Demoted Tenancies](#): registered social landlords and local authorities can apply to the County Court for a demotion order. If a secure tenancy is demoted then, for a period of one year, the tenant has some rights reduced, such as the 'Right to Buy' and repossession during the year becomes easier.
- [Civil Partnerships Act 2004](#): provides legal recognition and parity of treatment for same-sex couples and married couples, including employment benefits and pension rights.

Codes of Good Practice

Before the single Commission for Equality and Human Rights was established in October 2007, former equality commissions for: Equal Opportunities, Racial Equality (C.R.E), Disability Rights, and Department of Education and Skills all produced Codes of Practice. These codes give recommendations and guidance on how to avoid discrimination in employment. They contain advice on the policies that are needed to prevent discrimination in things such as the recruitment and treatment of employees. Other codes suggest steps to promote equality in service delivery, for example – the C.R.E's Code of Practice on Racial Equality in Housing and the Duty to Promote Race Equality. The codes do not have the force of law but they are approved by Parliament, and employment tribunals and others will take their provisions into account when they

consider relevant cases. We will revise our policy in line with changes in these Codes of Practice, as appropriate.

Code of Practice on Racial Equality in Housing

The aim of the Code of Practice on Racial Equality in Housing is to: set standards for achieving racial equality; provide practical guidance to help organisations and individuals in all areas of housing to avoid racial discrimination and harassment, promote equal opportunities for all and encourage good race relations, including employment issues.

The Code applies equally to private rented housing, as it does to social housing [housing managed by local councils, ALMOS and housing associations]. Most of the guidance applies to all housing organisations, whatever their size, however it can be adapted to suit an organisations individual circumstances; e.g. smaller organisations including small private landlords ensuring that they follow the general spirit and intentions of this code.

Corporate Equality Scheme

Sandwell Homes developed this scheme to enable the organisation to comply with three sets of general duties set out under separate Race, Disability and Gender Equality laws. It sets out how we will meet these duties. Included in the scheme is an Action Plan, which contains separate sections for Race, Disability, Gender, Age, Religion/Belief and Sexual Orientation, so that our commitment to equality for each theme can be clearly seen.

Crime and Disorder Act 1998:

In addition to introducing Anti-social Behaviour Orders, this legislation brought in certain powers that may be taken to prevent children becoming involved in criminal or anti-social behaviour. In summary, those powers are:

- [Child Safety Orders](#): enabling a child to be placed under the supervision of a responsible officer (usually a social worker or member of the Youth Offending Team) for, normally, three months:

- [Parenting Orders](#): may be imposed by the court at the same time as an Anti-social Behaviour Order is granted and may require parents or guardians of children between 10 and 17 years of age to attend counseling or guidance sessions:
- [Local child curfews](#): (as amended by the Anti-social Behaviour Act 2003): designed for the police to deal with unsupervised children on the streets at night:
- [Power to remove truants](#): enabling a police officer to take a child believed to be truanting back to school:
- [Reparation orders](#): requiring young offenders to make amends to their victim or the wider community.

Criminal Justice and Public Order Act 1994

Section 154 of the Act created a new offence of 'intentional harassment, alarm or distress'. Therefore, any intentional harassment in the workplace may now be a criminal offence.

Disability Discrimination Act 1995

Gives people with a disability, rights in the areas of employment, access to goods, facilities and services and buying or renting land or property.

The Act makes it unlawful for employers with 15 or more employees to discriminate against current or prospective employees with disabilities because of a reason relating to their disability.

The Act defines disability as:

'A physical or mental impairment, which has a substantial and long term, adverse effect on a person's ability to carry out normal day to day activities'

Unlawful discrimination occurs when a disabled person is treated less favourably than someone else, and the treatment is given for a reason relating to the person's disability and that reason does not apply to the other person, and this treatment cannot be justified.

Employers must not discriminate against a disabled person in recruitment and retention of employees, promotion and transfer, training and development and the dismissal process.

Employers must also make reasonable changes to their premises or employment arrangements if these substantially disadvantage a disabled employee or prospective employment, compared to a non-disabled person.

Disability Discrimination Amendment Act 2005

This Act introduces a positive duty on public bodies to promote equality for disabled people.

Employee Protection (Part-Time Employees) Regulations 1995

These regulations removed the provisions, which excluded part-time employees continuously employed for less than 16 hours a week from a number of statutory provisions enjoyed by full time employees. All employees, regardless of the hours per week for which they are normally employed, are entitled to those rights upon completion of 12 months continuous employment with their employer (including employment within an associated company).

The rights affected by this change include:

- The right not to be unfairly dismissed and to have an unfair dismissal claim heard by an Employment Tribunal:
- Entitlement to a redundancy payment (after 2 years):
- The right to return to work after maternity absence up to 29 weeks from the beginning of the week in which childbirth occurs:
- The right to a written statement of reasons for dismissal:
- Entitlement to a statutory minimum period of notice after completing 1 month's continuous employment.

Employment Equality (Religion or Belief) Regulation 2003

These regulations make it unlawful to discriminate against workers because of religion or belief.

Religion or belief is defined as being any religion, religious belief or similar philosophical belief. This does not include any philosophical or political belief unless it is similar to religious belief.

Employment Equality (Sexual Orientation) Regulation 2003

These regulations make it unlawful to discriminate against workers because of sexual orientation.

Both sets of regulations apply to employment, including recruitment, terms and conditions, promotions, transfers, dismissals and vocational training.

Employment Equality (Sex Discrimination) Regulations 2005

Introduces new definitions of indirect discrimination and harassment, explicitly prohibits discrimination on the grounds of pregnancy or maternity leave and sets out the extent to which it is discriminatory to pay a woman less than she would otherwise have been paid due to pregnancy or maternity issues.

Employment Equality (Age) Regulations 2006

Protect against discrimination on grounds of age in employment and vocational training and prohibits direct and indirect discrimination, victimisation, harassment and instructions to discriminate.

Employment Rights Act 1996

The Employment Rights Act repeals and replaces the Employment (Consolidation) Act 1978 and parts of the Wages Act 1986. The 1996 Act covers the following areas:

- Employment particulars
- Protection of wages
- Time of work
- Maternity rights
- Termination of employment
- Unfair dismissal

Equal Pay Act 1970 (amended 1983)

The purpose of this Act is to remove discrimination between men and women in pay and other terms of their contracts of employment such as holidays, sickness, and hours of work.

Equality Act 2006

This Act established a single Commission for Equality and Human Rights replacing previous Commissions for Racial equality, Equal Opportunities and Disability. It introduced a positive duty on public sector bodies to promote equality of opportunity between women and men and eliminate sex discrimination. It protects access discrimination on the grounds of religion or belief in terms of access to goods, facilities and services.

Gender Recognition Act 2004

Under this Act, trans-people who experience severe gender variance, and have medical treatment for the condition, can apply to the Gender Recognition Panel for a Gender Recognition Certificate (GRC). The GRC then entitles them to recognition of the gender stated on that certificate “for all purposes”.

Guaranteed Interview Scheme

Sandwell Homes operates a Guaranteed Interview Scheme for disabled applicants. This means that if a disabled applicant meets the **minimum, essential criteria** of the job specification, he or she will be short-listed for selection assessment or an interview.

Human Rights Act 1998

This legislation must be interpreted in conformity with Convention rights. The objective of the Convention has been identified as the protection of individual human rights and the maintenance and promotion of the ideals and value of a democratic process.

As well as complying with the law, Sandwell Homes will follow the guidance and good practice recommended by the Commission for Equality and Human Rights.

Local Government and Housing Act 1989- Part 1 Section 7

This Act states that every appointment to a local authority shall be made on 'merit', subject only to the duty to make reasonable adjustments.

Police Reform Act 2002:

It is now possible for Interim Anti-social Behaviour Orders to be granted, for a fixed period of time, to prevent further anti-social behaviour pending the full anti-social behaviour order being obtained.

Protection from Harassment Act 1997

Is predominantly aimed at 'stalking' but has implications for employer and employee behaviour in the workplace. It creates new criminal offences and a civil right to damages.

The Act states that a person must not pursue a course of conduct, which amounts to harassment, and which he or she knows or ought to know amounts to harassment.

Race Relations Act 1976 (as amended) (RRA 1976)

This Act makes it unlawful to discriminate against a person, directly or indirectly, on grounds of race in the field of employment.

A racial group is defined by reference to colour, race, nationality including citizenship or ethnic or national groups

- Direct discrimination consists of treating a person, on racial grounds, less favourably than others are, or would be treated, in the same circumstances. Segregating a person from others on racial grounds constitutes less favourable treatment:
- Indirect discrimination consists of applying a provision, criterion or practice that puts people of a particular race or ethnic or national origin at a particular disadvantage and cannot be shown to be a proportionate means of achieving a legitimate aim.

Race Relations Amendment Act 2000

All public sector organisations are required to produce a Racial Equality Scheme, which sets out their approach to eliminate institutional racism. This act strengthens the RRA 1976.

Race Relations Act 1976 (Amendment) Regulation 2003

Introduced new definitions of indirect discrimination and harassment; new burden of proof requirements, continuing protection after employment ceases, new exemption for a determinate job requirement and the removal of certain other exemptions.

Racial and Religious Hatred Act 2006

New offences of stirring up hatred against people on religious grounds are created to stop people intentionally using threatening behaviour, words, written material, recordings or programmes to stir up hatred against another person or group because of their own beliefs.

Requires that the words, behaviour, written material, recordings or programmes must be threatening and intended to stir up religious hatred

Rehabilitation of Offenders Act 1974

This Act allows people to start with a clean slate after they have paid their debt to society. It does this by providing that after a certain amount of time, if there are no further convictions, certain convictions will become “spent”.

Sex Discrimination Act 1975 (as amendments 1986, 1999 and 2003)

Makes it unlawful to discriminate directly on the grounds of sex or marital status, or to apply requirements or conditions which have a proportionality disadvantage effect on people of a particular sex or marital status where this cannot be justified. It also makes its unlawful to discriminate on the grounds of those who ‘intend to, are in the process of, or who have completed a sex reassignment.

Sex Discrimination (Gender Re-assignment) Regulations 1999

Seek to prevent sex discrimination relating to gender re-assignment. It clarified the law for trans-sexual people in relation to equal pay and treatment in employment and training.

The Equality Bill – A Brief Summary

The Equality Bill received Royal Assent on the 8th of April and formally became The Equality Act 2010.

The Equality Bill was introduced in the House of Commons in April 2009 to ensure that people from all communities get a fair chance in life and better public services. To do this, public service organisations will be required to consider the needs of diverse community groups when designing and delivering services.

At the present time, organisations are required to comply with 3 sets of general duties set out under Race, Disability and Gender Equality laws. The Equality Bill will place legal responsibilities on organisations to extend these duties to other equality strands including: age, sexual orientation, religion or belief, pregnancy / maternity and gender re-assignment.

Sandwell Homes has already made a strong commitment to promoting equality and embracing diversity across all activities affecting customers, employees and other agencies we work with. We have included **all** equality groups mentioned in the new Bill even though there was no legal duty for us to do so. Some examples of our equality initiatives are:

- A Corporate Equality Scheme, which covers all equality groups:
- An Anti-Harassment Policy, which deals with all types of harassment (including the 7 equality groups):
- Established links with partners, third sector organisations and community groups representing all equality strands:
- A Positive Action Plan to address disproportionality within Sandwell Homes' employee profile and ensure inclusivity across all sectors of the community.

7. Our Commitment to Service Provision

We will provide appropriate, accessible and effective services and facilities to all sections of the community, without prejudice or bias. We will do this by:

- Ensuring that all our policies and procedures go through the Equality Impact Assessment process:
- Using equality information provided by tenants to identify and address 'gaps' in service or poor service to any community group:
- Conducting satisfaction surveys:
- Consulting with our service users and employees:
- Maintaining links with the community:
- Ensuring that we have a comprehensive compliment, complaint and suggestion process.

We will actively and systematically seek the views of service users and potential service users, including minority groups, when planning, reviewing or making significant changes to our service delivery framework.

We have and will continue to gather information on the profile of our community and the usage of our services by all community groups, and will use this information to identify groups whose needs are less well served by Sandwell Homes than those of other groups. Learning from this, we will improve the accessibility and quality of our services. (The information we gather will be kept in accordance with the Data Protection Act 1998)

We will provide all published information in a variety of formats, including large print, audio, braille, and appropriate community languages, if requested or the need identified.

We will take steps to ensure our customer service offices are as accessible as possible and that they meet the requirements of the Disability Discrimination Act (Amendment) 2004.

We will provide interpreters in British Sign language and other community languages on request and when we know or feel it is necessary.

We will continue to maintain information about preferred communication methods for individual customers and use this to conduct all personal communication in the most appropriate format.

We will conduct home visits to customers who have difficulty in accessing our services otherwise.

We will make sure that we provide services that comply with relevant legislation and statutory codes of practice (see section 6).

We will act promptly to investigate any complaint. Where there is evidence of discrimination or harassment, we will take immediate and effective action to permanently remove the discrimination, harassment or difficulty in accessing the service.

We will continue to work with community groups and other relevant stakeholders to provide an environment free from harassment and violence.

8. Our Commitment to Employing People

Sandwell Homes is a major employer in Sandwell and has a key role to play in tackling inequalities and discrimination in the workplace. We aim to ensure that the principle of equal opportunities underpins all aspects of employment policy and practice.

Achieving a diverse workforce - which is broadly reflective of the communities we serve, and providing equal opportunities, are commitments we make based on moral grounds, but we also recognise the sound business case for valuing diversity and promoting equality.

Employee Profiles v Sandwell Population

We will produce action plans (Workforce Plan, Positive Action Plan), towards achieving this goal. The plans will specify targets, milestones, timescales and lead officers accordingly.

We intend to become an employer of choice; by which we mean that people will want to work for, and remain with Sandwell Homes because they see us as a good employer.

We will conduct regular Local Labour Market Assessments, based on data and research by The Office for National Statistics, to help us take steps using positive action initiatives and appropriate legislation to ensure that people from groups which are currently under represented in our workforce are encouraged to apply for jobs and/or development opportunities.

| Category | Population in Sandwell (Census 2001 Data) | Sandwell Homes Employees – (January 2010) |
|-----------------------|--|---|
| Total | 287,500 | 1331 |
| Working age by Gender | Male = 52% Female = 48% | Male = 59% Female = 41% |
| Ethnic Breakdown | White British = 78% Irish = 1% Asian/Asian British = 14% Black/Black British = 4% Other = 3% | White British = 83% Asian / Asian British = 9% Black / Black British = 7% Other = 1% |
| Age breakdown | 15-24 = 13.6% 25-39 = 20.8% 40-54 = 19.86% 55-69 = 10.54% | 15-24 = 4.9% 25-39 = 26.62% 40-54 = 47.59% 55-65+ = 20.89% |

We will also conduct Equality Impact Assessments to inform and influence the development and monitoring of co-existing people management policies, such as those relating to work life balance, to ensure that these continue to meet the needs of employees and prospective employees.

We will value and respect the identities and cultures of all employees and job applicants.

Employment Practice

We will have employment practices that are fair and transparent, and do not discriminate against any group or individual, either intentionally or unintentionally.

We will demonstrate our commitment to equality and diversity in all aspects of employment, recruitment and selection, terms and conditions, career progression, learning and development and welfare issues. We will continue to develop best practice policies and procedures over and above those required by law.

We will do this by:

Recruitment

In accordance with our Positive Action Strategy and Action Plan, we will advertise jobs using media and methods that reach all communities and target groups who we know are under-represented at certain levels in the workplace and/or in some service areas within the Company. These include people with disabilities, people from black and minority ethnic backgrounds, women and young people.

We will ensure that all job descriptions and personnel specifications include only essential skills and qualities required to do the job and that only factors relating to an applicant's ability to perform the role are considered by selection panels.

We will include the requirement to implement our equality and diversity policy in all jobs, and assess applicants against this requirement.

We value skills gained through non-traditional or informal work, such as: voluntary work and caring responsibilities. Competence gained through this kind of experience will be balanced against that gained through more formal routes.

We will provide job details and accept job applications in formats such as large print, braille and audio, offering a minicom service for job queries and making arrangements for the use of signers.

We will train all employees involved in recruitment and selection to ensure they understand and correctly apply the policy.

We will ensure that **all** job applicants show that they are qualified, competent and motivated to perform at a high level. Employee Selection against our Competency Framework means that applicants are expected to demonstrate behaviours, which reflect Sandwell Homes' values and beliefs, in addition to relevant skills sets. Candidates for re-deployment who are 'At Risk', on medical grounds or due to redundancy, may be offered additional training / development opportunities to allow them to achieve minimum standards required for a post.

We recognise and support the potential of all employees by offering learning and development opportunities in support of identified business need, and providing clear information about this and promotion opportunities.

We will interview all applicants with a disability who meet the essential criteria for a job vacancy and consider them on their abilities.

Working Environment

We will ensure that a safe and supportive environment is created for all employees: that acts of discrimination, victimisation or harassment are not tolerated and action is taken against perpetrators. We will implement and regularly review policies and procedures dealing with bullying and harassment, and where necessary, provide training for Managers to enable them to achieve this aim.

We will fund workplace aids and adaptations and make reasonable adjustments where necessary and practicable, so that people with disabilities or long-term medical conditions, can get or keep jobs with us.

We will offer flexible-working arrangements to assist employees' personal circumstances provided service delivery is not conflicted or compromised. We will make the workplace and information about work, as accessible as we can for all employees.

We will make sure that the job evaluation scheme and pay model adopted by Sandwell Homes is subject to an Equality Impact Assessment and regularly reviewed to ensure it is equitable and non discriminatory. This will be published via Sandwell Homes Internet site.

We will ensure that Sandwell Homes' literature does not contain any form of discriminatory language.

Monitoring

We will maintain manual and electronic records of employees' and job applicants' race, gender, disabilities, age, religion / belief and sexual orientation to establish the effectiveness of this policy, employment practices, recruitment procedures (including pay and promotion), learning and development, grievances, disciplinary proceedings and leavers.

We will monitor the profile of employees and prospective employees and use this information to identify groups who are under represented within the workforce, or who do not take up opportunities offered by our HR policies

and procedures. Where necessary, we will aim to improve the accessibility and communication of our policies.

All sensitive personal data will be stored and handled in accordance with Data Protection Legislation and managed by the HR team, with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Where employees are covered by other specific legislation, such as the Gender Recognition Act 2004, we will ensure that our records are accurate and that our monitoring activities comply with the law.

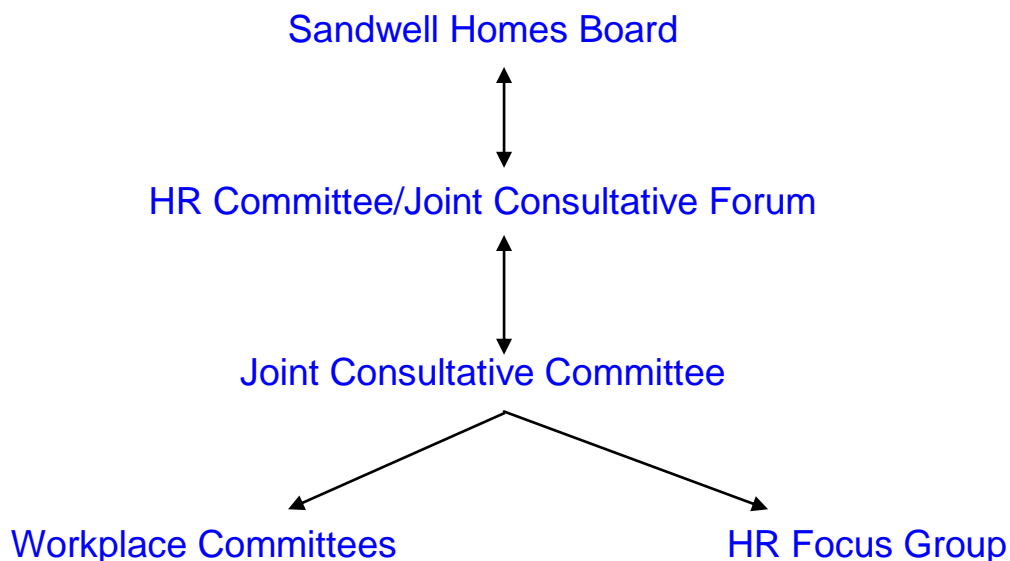
We will ensure that employees are regularly provided with the monitoring information we hold on them, and asked to verify its accuracy.

A suite of management information and data in respect of our workforce will be published and regularly updated via Sandwell Homes' internet and intranet sites.

Consultation

We recognise that Trade Unions, who represent Sandwell Homes' employees, make a valuable contribution to ensuring equality and diversity. We will work closely with our Trade Union Colleagues to develop our equality policy and action plans.

Formal consultation will be via established mechanisms within Sandwell Homes:



9. Our Commitment To Working With Others

We will work with other public, private, voluntary and community groups to make sure that, equality policies and plans similar to our own are adopted and implemented more widely.

We will share information, experience and examples of good practice of equality and diversity through our links with other organisations and learn from the equality policies and plans of other organisations.

We will undertake systematic consultation with our customers, partner organisations, community groups and other stakeholders on policies, functions and issues that significantly affect our approach to equality and diversity.

We will promote equality and diversity within partnerships and other organisations where we are represented, and in our dealings with the media.

We will develop effective working relationships with the diverse community in Sandwell through community groups, forums and networks.

Working with contractors and others who deliver services on our behalf

We will ensure that services provided by contractors on our behalf are of high quality, do not discriminate, and promote equality of opportunity.

We will ensure that all contractors and suppliers comply fully with our Equality and Diversity Policy. We will achieve this by ensuring that all our contractors and suppliers are engaged through our corporate procurement process for tendering and contracting. An assessment of a commitment to Equality and Diversity is an integral part of this process.

We will monitor all contractors and suppliers on a regular basis to ensure that they continue to comply with our Equality and Diversity Policy. Where concerns are identified, we will take immediate remedial action, which may include termination of contract.

We will assist contractors and suppliers to develop a strong approach to Equality and Diversity through sharing our own learning processes with them, and enabling them to access our own training and development initiatives where appropriate.

10. Delivering the policy

We recognise that if we are to be successful in promoting equality and valuing diversity we need to put this policy into practice and demonstrate clear outcomes.

We also recognise the need to mainstream equality and diversity. By this we mean that considerations around equality and diversity become a regular and natural part of the way we work, as opposed to being treated as a separate issue.

We will monitor and evaluate all our policies, procedures, practices, service delivery and other activities with regard to equality, in order to identify whether we are providing or improving access to our jobs, services and activities for any individual / groups facing discrimination and / or disadvantage.

We will use the information we collect to inform our future plans and targets.

We will make sure that all employees understand and uphold equality and diversity in the workplace and recognise their obligations under existing law and that an unlawful act of harassment, discrimination or victimisation could expose Sandwell Homes or them, personally, to legal proceedings.

It is a condition of service that employees comply with this equality policy. Failure to do so may result in disciplinary action, therefore, we will:

- Ensure that employees are aware of Sandwell Homes' equality and diversity policies and how they affect their work. This will be done through regular training sessions, which all employees are required to attend:
- Ensure that employees understand any relevant action plans and their role and responsibilities in implementing them. This will be done through regular team meetings with all employees:

- Employees will be informed about equality and diversity issues on an ongoing basis, and equality and diversity issues will form part of Employee 1-1 sessions and Personal Performance Development (PPD) meetings. The equality and diversity policy will be promoted through induction training for new employees. Monitoring processes will be developed and implemented to ensure this happens.

The Equality Standard

Sandwell Metropolitan Borough Council made a commitment to implementing the Equality Standard for Local Government, a scheme developed by a partnership of organisations including the Commission for Racial Equality, the Disability Rights Commission and the Equal Opportunities Commission. These organisations are now incorporated within the Commission for Equality and Human Rights which was formed in 2007.

As a key partner of Sandwell MBC with authority to carry out some functions on its behalf, Sandwell Homes has also committed to implementing the Standard.

The Equality Standard comprises five levels. By working through the levels in sequence, Sandwell Homes has been successful in improving equality and managing diversity throughout the organisation. The levels are set out below, with our target timescales for achieving them:

| Level | Description | Timescale |
|---------|--|--------------------------------|
| Level 1 | Commitment to a comprehensive equality policy | Achieved April 2005 |
| Level 2 | Assessment and consultation | Achieved June 2006 |
| Level 3 | Setting equality objectives and targets within all departments and service areas | Achieved August 2008 |
| Level 4 | Information systems and monitoring against targets | Achieved May 2010 |

| | | |
|---------|---|-----|
| Level 5 | Achieving and reviewing outcomes (no longer applies due to the Standard being replaced by the Equality Framework) | N/A |
|---------|---|-----|

Equality Framework for Local Government

The Equality Standard has been replaced with a revised standard: The Equality Framework for Local Government. The new framework uses a wider definition of equality and builds on work that councils have already undertaken under the old standard but contains new features. It is designed to be simpler, proportional and relevant, addressing weaknesses of the old standard and responding to new challenges that local authorities face today.

The framework is based on 3 levels of achievement: **developing, achieving and excellent** rather than the 5 levels of the old standard. Authorities that have reached levels 1 and 2 will migrate over to the new standard and will be treated as 'developing'. **Those at level 3, which applies to Sandwell Homes, will be treated as 'achieving'**. Those at level 4 will be classified as 'moving towards excellence'. This is not a level under the framework but designed to recognise the achievement. Those at level 5 will be classified as 'excellent'.

Sandwell Homes will transfer across and work towards achieving Level 3 (Excellent) of the Equality Framework from April 2010.

11. Responsibility

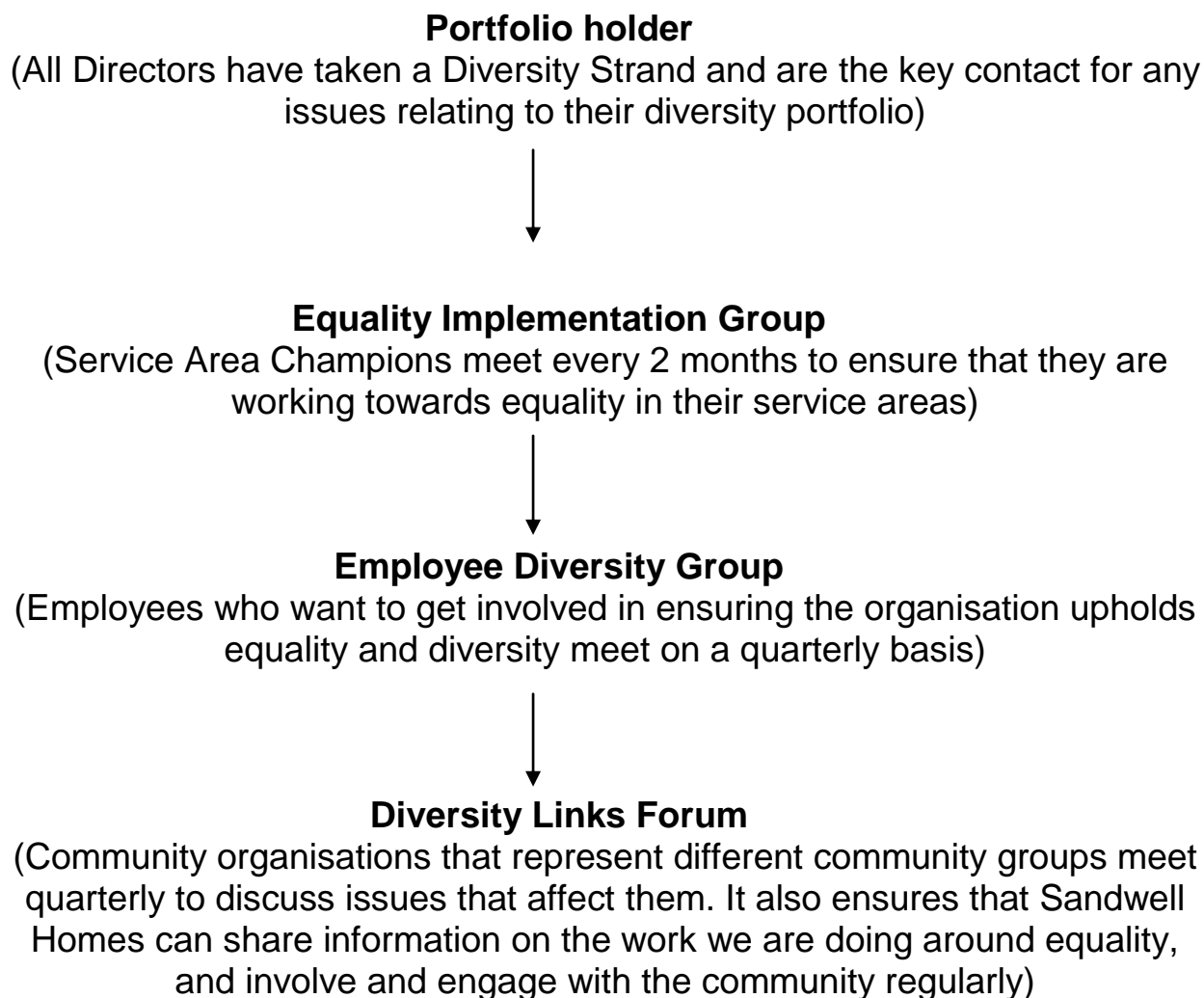
Sandwell Homes recognises and promotes the responsibility of all employees, board members and partners to ensure the policy is delivered. However some specific responsibilities can also be identified.

The Board and the Chief Executive of Sandwell Homes are ultimately accountable for the delivery of the policy.

The Chief Executive takes corporate ownership of the Policy with the Housing Services General Manager taking responsibility for co-ordination and delivery.

Our Directors and Divisional Heads are expected to demonstrate commitment by ensuring the policy is implemented at every level of the organisation and linked to action plans and continuous service improvement.

Sandwell Homes has a mechanism of engagement and involvement in place to ensure that this commitment is upheld:



12. Who to Contact If You Think You Have Been Treated Unfairly

Members of the public

If you think we are not providing a service in line with this policy or you think you have been unfairly treated in any way, you can complain to us. Our complaints procedure explains how you can do this. You can get a copy of this procedure from any of our Housing Offices or:

Telephone us: 0121 569 6000

E-mail: customer_relations@sandwellhomes.org.uk

Fax: 0121 569 6015

Text: 07800 140065

Write to us: Customer Services
Sandwell Homes Ltd
Operations and Development Centre
Roway Lane, Oldbury, B69 3ES

Sandwell Homes Employees

If you have questions or concerns regarding any equality issues which affect your employment by the Company, you can speak to your line manager / supervisor or a member of the Personnel Team.

In line with Sandwell Homes' Respect and Dignity Policy and procedure, if you feel embarrassed, offended, distressed, alarmed, apprehensive, humiliated or fearful due to someone's behaviour towards you, you have the right to have that behaviour stopped and to expect respect and dignity at work. You can get information and advice on this policy and procedure from your manager, personnel section or via personnel's intranet site, alternatively you can contact a Harassment Support Officer – details are made available at all offices, sites, reception areas, notice-boards and via Sandwell Homes Intranet Site.

If you are a member of a trade union, you can contact your representative for advice and support on these issues. The main contacts within Sandwell Homes are: -

| | |
|--|------------------|
| | Telephone Number |
| | 0121 569 6133 |

| | |
|---------|---------------|
| UNISON | |
| GMB ATU | 0121 569 6159 |
| UNITE | 0121 569 6159 |
| UCATT | 0121 569 6116 |
| Amicus | 0121 569 6116 |

Local and National Sources of Advice on Equality

| | | |
|---|--|---|
| General information about your rights | Sandwell Citizens Advice Bureau | 0121 569 2998 0121 569 2999 0121 552 2022 |
| Support and advice for women, men and trans people | Sandwell Women's Agency Network (SWAN) | 0121 553 7074 |
| | Community Care Link | 0121 525 2558 |
| | Sandwell Women's Enterprise Development Agency (S.W.E.D.A) | 0121 552 9975 |
| | Sandwell Women's Aid | 0121 552 6448 |
| | Gender Matters | 01902 144 424 |

| | | |
|---|---|---------------|
| Support and advice for black and minority ethnic communities | Race Equality Sandwell (RES) | 0121 541 1775 |
| | Confederation of Bangladeshi Organisations (C.B.O.) | 0121 500 5441 |
| | Guru Nanak Advice Centre | 0121 565 8874 |
| | Ileys Association | 0121 601 2433 |
| | Sandwell Irish Society | 0121 553 4402 |
| | West Bromwich African Caribbean Resource Centre | 0121 525 9177 |
| | Yemeni Community Association in Sandwell | 0121 525 3909 |
| | Sandwell Pakistani Muslim Association | 0121 555 6047 |
| | Sandwell Bangladeshi Youth Forum | 0121 565 3311 |
| Brushstrokes (asylum seekers, refugees, newcomers and minority communities) | 0121 565 0369 | |
| Support and advice for disabled people | Ideal for All Limited | 0121 558 5555 |
| | Sandwell Mind | 0121 543 3930 |
| | Sandwell Deaf Community Association | 0121 525 5347 |
| | Mincom: | 0121 525 3092 |

| | | |
|--|---|--|
| | Changing Our Lives | Fax: 0121 580 3088 0121 520 0813 |
| Support and advice for lesbians, gay men, and bisexual people | Shout (Young Persons LGBT group) Mayisha | 0121 569 8442 0121 440 6161 |
| Support for young people | West Bromwich & District YMCA Community Action Project Krunch Shadow Youth Cabinet | 0121 524 1950 0121 565 3273 0121 552 5556 0845 352 7541 |
| Support for older people | Age Concern Sandwell Agewell SHOP (Sandwell Housing for Older People) Community Action Project | 0121 500 1860/1 0121 525 5237 0121 525 5237 0121 565 3273 |
| Support and advice for issues involving religion / faith | Balaji Temple (Hindu) Guru Nanak Centre (Sikh) Jang Chub Ling Centre (Buddhist) | 0121 544 2256 0121 525 6923 01384 569 956 |

| | | |
|--|---|---|
| | Bangladeshi Islamic Centre (Islam) | 0121 558 3791 |
| | Smethwick Pakistani Muslim Association | 0121 555 6047 |
| | Sandwell Multi Faith Network | 0121 544 6423 |
| Gender , Race and Disability equality | Equal Opportunities Commission (national) | England: 0845 604 6610 Text phone: 0845 604 6620 |
| Lesbian, gay and bisexual equality | Stonewall (national) | 08000 50 20 20 |

Policy reviewed: April 2010

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West Bromwich
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Tel: 0121 569 6384

E-mail: kashmir_randhawa@sandwellhomes.org.uk

Next review due: 2013 (or earlier if legislation dictates)

If you have any concerns or improve this us know.

comments, suggestions to policy, please let

