

Equality and Diversity



All you need to know →

Why is Equality and Diversity so important?

Halton Housing Trust set out to provide our customers with better access to information, advice and services. The Trust aims to provide a high quality housing service in a professional, efficient and effective way; with our Customer Care Policy defining our basic approach towards customer care.

The Trust believes that customer care should be based on:

- Treating customers with courtesy, honesty and respect
- Treating customers fairly on the basis of need and not discriminating against anyone on the basis of age, sex, religion, disability or sexual orientation.

We work hard to ensure that all our customers are dealt with fairly and that there are equal opportunities for all. Customers can include tenants, leaseholders, licensees, applicants for housing, Halton Borough Council, external agencies, partners and any other persons or organisations wishing to access the Trust's services.

The Trust is seeking to develop a culture where people from all sections of society are valued and respected. It will therefore oppose any form of discrimination when it comes to service delivery and opportunities for participation.



The Trust believes that no individual or group should be disadvantaged or discriminated against because of:

- Race, colour, ethnic origin, nationality or religious beliefs
- Gender
- Ability/disability
- Sexual orientation
- Class
- Income levels
- Age
- Lifestyle
- Marital or family status
- Alcohol or substance misuse
- Being an ex-offender
- Contact with the Criminal Justice Services
- Domestic violence or sexual abuse
- HIV/AIDS



Halton
HOUSING TRUST
Delivering quality and excellence for all

Our Corporate Themes:

CT1: Delivering our promises
 CT2: Developing our people
 CT3: Developing our business and innovation
 CT4: Putting customers first
 CT5: Improving our communication and information

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Halton Housing Trust's Corporate Themes

- Delivering our Promises
- Developing our People
- Developing our Business and Innovation
- Putting Customers First
- Improving our Communication and Information

These five corporate themes run through everything the Trust does.

As a provider of housing and housing services, the Trust is fully committed to ensuring that its principles around equality and diversity are fully reflected when it comes to helping customers access services.



Customer Care Policy

Halton Housing Trust aims to ensure that everyone who comes into contact with our organisation is treated with the utmost respect and dignity. This applies to everyone.

Halton Housing Trust wants to be recognised as an organisation which has been strengthened by teamwork and individual contributions.

The Trust also strives to reflect the communities we work in. Above all, it is the Trust's intention to fully comply with current legislation, up-dates and amendments in order to put important values of equality and diversity into practice.

Our interpretation of what is meant by diversity is:

D	DIFFERENT
I	INDIVIDUALS
V	VALUING
E	EVERYONE
R	REGARDLESS OF
S	SKIN
I	INTELLECT
T	TALENTS
Y	YEARS

How will access to service be improved?

The Trust aims to:

- Identify and eliminate unlawful discrimination
- Promote equality of opportunity in all the Trust's activities
- Provide practical and responsive services to victims of discrimination
- Manage Diversity in people through recognising and encouraging the differences between them
- Recognise that everyone is entitled to be treated with openness, integrity and respect
- Ensure that full records are kept to monitor the impact of the policy

How is accommodation provided by the Trust?

We are committed to making our accommodation available to all sectors of the community irrespective of ethnic background, race, religion, gender or disability. The Trust also strives to ensure that all its customers are satisfied with the services they receive, regardless of who they are or what background they are from.

Dealing with racist incidents

Harassment can affect the lives of individual victims and, if left unchallenged, can change the culture of an area and disrupt the community as a whole. Harassment can have a prolonged effect on the health, welfare and confidence of the victim and in the worst case scenario, can even lead to a need for the complainant to move out of their home.

The Trust will not tolerate such behaviour and will take prompt and effective action against all forms of harassment. We will not hesitate to take legal action against any person or persons responsible for inflicting physical and/or verbal abuse. We will not tolerate intimidating behaviour against any of its customers, their families or visitors, including members of staff or board members. This is emphasised in the Trust's Tenancy Agreement and Customer Handbook. The statements covering harassment are strongly worded and give a clear indication of our position.

We will work closely with Halton Borough Council, the Police, other housing associations, agencies and support groups when dealing with harassment cases in the wider community. The interests of victims are paramount to the Trust and every individual will be treated sensitively, courteously and respectfully at all times.



Domestic Violence Policy

The Trust believes that none of its customers should live in fear of violence from a spouse or partner, former spouse or partner or other member of their household. We will take steps to assist and support anyone who is suffering from or has been threatened with violence; whether that is physical, emotional or psychological violence. Our approach also sets out to protect customers in gay, lesbian and transgender relationships, as well as those in heterosexual relationships. We aim to cover every possible scenario.

We will work closely with Halton Borough Council, the Police Domestic Violence Unit and other local agencies to respond to the needs of domestic violence victims.

Adaptations

The Trust is committed to achieving the highest possible standard of service for its elderly and disabled residents and those with special needs. Wherever possible, we will try to ensure that people can remain in their own home, if that is the client's preference. Where this is not practical within a reasonable cost, the Trust will work closely with the client to re-house them into more suitable accommodation.

Neighbourhood regeneration and integration

When considering any initiatives for neighbourhood renewal or sustainability, the Trust will ensure that no-one is directly or indirectly discriminated against because of their race, or on any other grounds.

Tenancy and Housing Management

The Trust will not discriminate against or harass any person on racial or any other grounds in repairs and maintenance services, whether the service is provided in-house or through a contractor.

Also, repairs that are required because of harassment or anti-social behaviour are given priority and any graffiti containing a racist or offensive remark is removed within 24 hours of being reported.

Rent collection will also be based on individual need, regardless of racial group. We also ensure that overlooked groups are properly consulted and represented in forums.

We want all our customers to receive equality of service and satisfaction with our services. This should be similar across all racial groups.

Recruitment, Employment and Training

As an employer, we have a legal responsibility to provide a working environment free from direct or indirect discrimination or harassment of any type. It is our view that all potential and recruited staff should enjoy equal opportunities. We also ensure that all recruitment is carried out in a way that is fair and non-discriminatory regardless of ethnic background, race, religion, gender, disability or age.

