



MossCare Housing Group

Equality and Diversity Policy Summary Statement

2009-2011

Equality and Diversity
MossCare Housing Group
101 Great Western Street,
Manchester M14 4AA

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Email equalityanddiversity@mossCare.org.uk

Equality and Diversity Policy

Summary Statement

The Mosscares Housing Group values difference and treats all people with dignity and respect. The Association is committed to eliminating discrimination, harassment and victimisation and promoting equality to create environments where everyone feels safe. We are committed to achieving high standards in service delivery, employment and decision making and fair and equal representation where every individual has equal access to housing, services, jobs, procurement and governance.

We believe in equality for all and will not tolerate the less favourable treatment of anyone. We will challenge direct and indirect discrimination, harassment (including bullying) and victimisation based on the following grounds (also known as personal characteristics), age, disability, gender or transgender identity, gender reassignment status, marital or civil partnership status, race, being a traveler or gypsy, religion or belief (including non observance) or sexual orientation and other factors such as employment status, housing circumstances, income, caring or dependant responsibilities, nationality, spent criminal conviction or trade union activities or any other reason, which cannot be shown to be justified. (This list is not exhaustive.)

We comply with principle equality legislation to ensure we are fair and equal in employment and in the provision of goods, facilities and services to all:

- Sex Discrimination Act 1975 and SDA (amendment) Gender Reassignment Regulations 1999
- Race Relations Act 1976 and RRA (amendment) 2000 and RRA (amendment) Regulations 2003
- Disability Discrimination Act 1995 and DDA (amendment) 2005
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Religion or Belief) Regulations 2003
- Gender Recognition Act 2004
- Civil Partnership Act 2004
- Employment Equality (Age) Regulations 2006
- Equality Act 2006
- Equality Act (Sexual Orientation) Regulations 2007

We comply with employment codes of practice to ensure fair and equal work practices. We ensure or facilitate anti discrimination legislation through the Equality and Human Rights Commission codes of practice. We promote race, disability and gender equality by complying with the codes of practice issued by the legacy commissions, the Commission for Racial equality, the Disability Rights Commission and the Equal Opportunities Commission. We will comply with the Tenant Services Authority code of practice and continue to comply with the Housing Corporation Good Practice Note 8 and the Audit Commission Key Line of Enquiry 31. We will also observe best practice. And, will take lawful positive action to redress under representation in service delivery, employment and governance.

To drive forward this policy we seek to ensure:

- our allocation, employment, governance and procurement paths are accessible and welcoming to all sectors of the community
- our services meet the needs of residents
- our workforce reflects the diverse communities that we serve
- we encourage tenders from small, local businesses and Black and Minority Ethnic and women contractors
- we consider the needs of diverse communities and develop appropriate methods to communicate with staff and customers
- our offices and supported housing schemes are accessible
- we deliver training to staff, Board, Committee, Tenant Panel so they have the necessary knowledge and skills to implement the policy
- we take action to deal with non compliance with the policy
- we evaluate our policies, services and functions through consultation and rectify any adverse impact on any group
- we set equality targets in relation to employment, service delivery and governance and monitor and review performance against target

What to do if something goes wrong

Customers and visitors-If you feel that we have not provided you with a fair and equal service or feel you have not been treated fairly in accordance with this Policy, please raise this with the Continuous Improvement Manager. If the situation is not resolved satisfactorily, you can make a formal complaint using the Complaints Procedure.

Staff-If you feel that you have been not been treated fairly and in accordance with this Policy, please raise this with your Line Manager or Human Resource Manager in the first instance. If the situation is not resolved satisfactorily you can invoke the Bullying and Harassment Procedure or Grievance Procedure.

Equality and Diversity at Mosscafe Housing Group
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من الممكن توفير هذه الوثيقة باللغة العربية أيضا. الرجاء الإتصال بموسكير هاوسينج (Mosscares Housing) على هاتف 0161 226 4211 إذا كنت بحاجة لهذه الخدمة.

এ দলিলটি বাংলা ভাষাতেও পাওয়ার ব্যবস্থা করা যেতে পারে। যদি আপনি এই সেবা পেতে চান তাহলে দয়া করে 0161 226 4211 এই নম্বরে মস্কেয়ার হাউজিংয়ের সঙ্গে যোগাযোগ করুন।

این مدارك همچنین به زبان فارسی موجود می باشند. در صورت نیاز به این خدمات لطفا با ماسکر هاوزینگ (Mosscares Housing) با تلفن: 0161 226 4211 تماس بگیرید.

આ દસ્તાવેજ ગુજરાતી ભાષામાં પણ ઉપલબ્ધ કરી શકાય છે. જો આપને આ સેવા જોઈતી હોય તો પહેરબાની કરીને પોસ્ટલે હાઉસિંગનો 0161 226 4211 નંબર પર સંપર્ક કરો.

GUJARATI

यह दस्तावेज़ हिंदी में भी उपलब्ध किया जा सकता है। यदि आपको यह चाहिए तो कृपया 'मौसकेअर हाउसिंग को नम्बर 0161 226 4211 पर सम्पर्क करें।

HINDI

ਇਹ ਦਸਤਾਵੇਜ਼ ਪੰਜਾਬੀ ਵਿੱਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 'ਮੋਸਕੇਅਰ ਹਾਉਸਿੰਗ' ਨਾਲ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ: 0161 226 4211

PUNJABI

یہ دستاویز اردو میں بھی فراہم کی جاسکتی ہے۔ اگر آپ کو یہ خدمت چاہیے تو براہ مہربانی موس کیر ہاؤسنگ سے 0161 226 4211 پر رابطہ کیجئے۔

URDU

這文件也提供中文版本。

CANTONESE

如你需要 MOSSCARE HOUSING 房屋服務，請致電 0161 226 4211 查詢。

Mbarakha izi hukhadirowa khfanyowa ka lugha la CHIMINI. Fanya ihsani biga simu ya Mosscares Housing. Nambari ni 0161 226 4211 ikiwa we takhusula kusaidowa ka jawabu iyi.

BRAVANESE

نه م دوکیومینته به زمانێ کوردیش هه یه، نه گه ر ده ته ویت نه مخزمه تگوزاری یه به کار بهینیت تکایه یه یوه ندی بکه به Mosscares Housing موسکیر هاوسینگ، به ژماره ته لیفۆنی 01612264211

KURDISH

Ce guide est également disponible en Français, pour l'obtenir veuillez contacter Mosscares Logement au 0161 226 4211.