

Equality & Diversity





What is Erimus Housing's approach to equality and diversity?

We are committed to equal opportunities. Discrimination, harassment and bullying are unacceptable on any grounds. We make sure that none of our customers receive less favourable treatment on the grounds of:

- Gender
- Race
- Disability
- Colour
- Ethnic or national origin
- Nationality
- Sexuality
- Political beliefs
- Religion
- Age
- Trade union membership
- HIV status

Is Erimus Housing an equal opportunities employer?

Yes, we are an equal opportunities employer and service provider and we treat everyone fairly and equally. As an employer, we make sure there is no discrimination within our recruitment and selection procedures, employment, career development and training opportunities.

What about access to housing and other services?

We aim to provide services that are appropriate to meet the diverse needs of our community. We make sure the services we deliver are non-discriminatory and free from prejudice.

Our main aim is to provide high quality affordable housing that meets the needs and aspirations of our tenants and our choice based lettings scheme gives tenants greater choice. We also monitor the take-up of applications and allocations to find out if our lettings are proportionate to the various minority groups in Middlesbrough.



What practical steps do you take to ensure equal opportunity?

We structure our services and train our employees to ensure we deliver the best possible services for everyone. This means that we:

- Deliver services that are flexible and responsive
- Remove all barriers which may deny access
- Ensure services meet the needs of the diverse communities, particularly those who face discrimination and disadvantage
- Provide information in accessible formats as appropriate, including community languages, large print, Braille and audiotape
- Provide translation and interpretation services
- Monitor the take-up of services according to ethnicity, gender, disability and sexuality

How do you involve customers in decision making?

A number of tenants' forums and panels are available for residents to join, giving opportunities to shape, influence and develop our services. We have specific forums for under-represented communities and encourage people from minority communities to take part.

Do you provide equality and diversity training?

Equality and diversity training is a priority for all employees. It is also covered within the corporate induction programme, which all staff attend.

Are there any specific actions taken for people from black and minority ethnic communities?

Unfortunately, we know that some people from black and minority ethnic backgrounds suffer from disadvantage and discrimination. We ensure that we:

- Comply with the Race Relations (Amendment) Act 2000
- Develop services that are culturally sensitive
- Support activities and campaigns that promote race equality
- Encourage representatives from black and minority ethnic communities to participate in decision making and ensure they are involved
- Work with minority ethnic communities and other agencies to tackle racial harassment and discrimination

How do you deal with racial harassment?

We do everything possible to prevent racial harassment and we use appropriate procedures to investigate complaints efficiently. Erimus Housing tenants who racially harass others are in breach of their tenancy conditions and in these cases, we will take action.

We have an Offensive Incidents Policy and procedure relating to harassment. All claims of harassment are quickly and actively investigated in a sensitive manner and we work with other agencies to ensure support is provided for anyone suffering harassment.



Are any specific actions taken for disabled people?

We work in partnership to support and enable people to achieve their personal potential within their own communities. We:

- Comply with the Disability Discrimination Act 1995
- Work towards removing all physical barriers that prevent disabled people from having the same access to services as others
- Develop services that are accessible for disabled people
- Devise and develop an information/communication policy to ensure that all relevant information is totally accessible by people with all types of impairments
- Work in partnership with organisations that promote disability rights

What about gender discrimination?

We recognise that some women experience discrimination and disadvantage. We are committed to achieving equal opportunity for all women and aim to:

- Remove forms of unlawful sex discrimination
- Ensure equal access to services
- Design and deliver services that are responsive to the needs of all women
- Ensure equal participation in decision making processes where possible
- Support activities and campaigns that seek to achieve equality for women

What is Erimus Housing's approach to gay, lesbian and transgender people?

We endeavour to meet the needs of gay, lesbian, bisexual and transgender people by:

- Supporting activities and campaigns that achieve equality for gay, lesbian, bisexual and transgender people
- Ensuring services are sensitive to gay, lesbian, bisexual and transgender people
- Working with gay, lesbian, bisexual and transgender people to tackle discrimination against them

Do you monitor your contractors' and suppliers' commitment to equality and diversity?

Yes, we have built equality and diversity questions into the questionnaire that our suppliers receive. The questions cover aspects on how they conduct and manage issues including equality and diversity within their organisation. We are committed to promoting and increasing the number of black and minority ethnic suppliers who are on our preferred suppliers list and are in the process of looking at the best methods to do this.



Do you monitor your workforce?

Both applicants and the workforce are monitored regularly to ensure the effectiveness of our policies, practices and procedures. Reports are produced on our workforce statistics, recommending action where it is appropriate.

What do I do if I think I am being discriminated against?

Get in touch with Erimus Housing straight away either by telephone, visiting an office or sending us a note or email. You can get someone to make a complaint on your behalf if you prefer.

We will deal with your complaint quickly, responsibly and sensitively and explain what we are prepared to do to resolve the situation. We take any act of discrimination very seriously.

Contacts

For more information, please contact us on 01642 773600 or log on to our website at www.erimushousing.co.uk



Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, braille, large print or other formats on request.

Arabic

سوف نحاول توفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بصيغ أخرى بناءً على طلبك.

Chinese

我们将会尽力以多种形式提供本信内容，包括其他语言、盲文、大字体或所需的其他格式。

Hindi

निवेदन आने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में भी उपलब्ध करवाने की कोशिश करेंगे।

Punjabi

ਬੇਨਤੀ ਆਉਣ ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਹੋਰ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਵੀ ਭਿਜਵਾਉਣ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

Urdu

درخواست کرنے پر ہم اس معلومات کو دیگر زبانوں، بریل، بڑے حروف میں یا دیگر شکلوں میں دستیاب کرنے کی کوشش کریں گے۔



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business for neighbourhoods

