



Equal Opportunities, Diversity and Inclusion Policy

We are committed to being an equal-opportunity employer and landlord, ensuring equal opportunities for all tenants, colleagues, contractors, suppliers, and stakeholders.

We value the diversity of groups of individuals we interact with and the benefits this can bring. We will take appropriate actions to ensure those who may otherwise be excluded feel included.

Together we do.

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You can find the latest version of this document on the [HWB](#).
Always check the company intranet to make sure you have the most up-to-date version.

Introduction

We are committed to promoting equality and preventing discrimination in our services and employment practices. We value diversity and will continuously seek to benefit from a diverse workforce for our customer service and organisational growth.

We aim to ensure fair treatment for all members of the community, regardless of:

- race,
- ethnic origin or nationality,
- gender,
- disability (whether mental or physical),
- religion,
- marital or family status,
- sexuality or sexual orientation,
- HIV status,
- Age,
- physical appearance.

We recognise that some groups or individuals face prejudice and discrimination. We will work to ensure that no one receives less favourable treatment, is disadvantaged, or is victimised for taking action against discrimination or harassment.

Purpose

This policy provides a framework for demonstrating how we will fulfil our legal, moral, and social responsibilities regarding equality.

Any form of behaviour that discriminates against individuals or groups of people will not be tolerated.

Scope

This Policy applies to all internal and external stakeholders.

This Policy is not intended to be contractually binding. We reserve the right to deviate from the procedures contained in this policy, depending upon the circumstances.

Our shared purpose

Cardiff Community Housing Association (CCHA) owns and manages around 3,000 homes in Cardiff. We take pride in being a locally based landlord committed to providing excellent homes and services.

We want CCHA to be a place where you love working and make a real difference for our tenants, customers and each other. We are committed to encouraging and maintaining

excellent standards of behaviour, ensuring our organisation is an excellent workplace where people feel inspired.

Terminology

This policy refers to either you or a colleague, rather than an employee.

Under the Equality Act 2010, we have a duty to ensure that we play our part in making society fairer by tackling discrimination and providing equal opportunities for all. The nine protected characteristics referred to in the Act are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or gender, and sexual orientation.

Direct discrimination occurs when an individual is treated less favourably due to a protected characteristic compared to someone else in identical circumstances.

Examples include rejecting a job applicant because of their race or refusing to promote someone because they are pregnant.

Indirect discrimination happens when a group with a protected characteristic is disadvantaged by a rule or practice affecting all, unless it can be justified for a legitimate business reason.

Examples include refusing a request to work part-time without a valid business reason (which indirectly discriminates against women, who are more likely to have childcare obligations); and insisting that all colleagues work on Saturdays without a valid business reason (which indirectly discriminates against Jewish employees, who may be unable to work on the Jewish Sabbath).

Associative discrimination occurs when an individual is treated less favourably due to the personal characteristics of another person.

Example: treating an employee unfavourably because their parents are of a certain religion.

Perceived discrimination occurs when an individual is treated less favourably due to a mistaken belief they possess a certain protected characteristic.

Example: treating an employee less favourably because someone believes they are gay, even though they are not actually gay.

Harassment occurs when a hostile, humiliating, degrading, intimidating, or similarly offensive environment is established concerning a protected characteristic. We also regard it

as harassment if a worker experiences unwanted conduct related to a protected characteristic that, whether intentionally or unintentionally, undermines their dignity.

Examples of harassment include name-calling, crude remarks, excluding coworkers, making inappropriate jokes, and showing pornographic content. We address these issues in depth in Dignity at Work Policy.

Victimisation is when someone is treated less favourably because of being involved with a discrimination or harassment complaint.

Bullying is the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power.

Policy principles

- We will promote equal opportunity and fair treatment for all individuals in its services and employment practices. No one should face the disadvantage of any conditions that cannot be justified.
- Individuals applying for housing, services, jobs, or contracts with us will not be treated more or less favourably than others.
- We will implement positive action measures when necessary to correct any imbalances in employment practices.
- We will gather and maintain records of the ethnic/racial origin of all applicants for housing and employment, which will be monitored and reviewed regularly.
- We are committed to equity, diversity, and inclusion (EDI) in recruiting new staff and overseeing the Board of Trustees.
- We will uphold our EDI commitments when determining, reviewing, and implementing our vision, values, strategies, policies, and procedures.
- All Trustees, colleagues, contractors, consultants, and agencies working with us will be required to adhere to the principles of EDI.
- We will ensure that information about its services, including housing availability, is widely published to current and prospective tenants in appropriate formats.

Responsibilities

The Board
The Board is responsible for ensuring this Policy underpins all aspects of our work. Regular reports to the Board will include an update on equity and diversity issues, including relevant performance information.

Corporate Leadership Team

The Chief Executive is responsible for developing the organisational culture in which this Policy can operate effectively and for ensuring that it is implemented. Directors are individually and corporately responsible for ensuring the Policy is implemented in their area(s) of responsibility.

Colleagues

All colleagues are responsible for ensuring that this policy is put into practice.

Everyone is expected to:

- Ensure they understand the values and benefits of equity and diversity.
- Familiarise themselves with this Policy, adhere to it, and ensure that any colleagues under their stewardship do likewise.
- Alert their line manager to any instances of apparent discrimination or harassment or any perceived issues related to employment or the provision of services.
- Strive to understand others' perspectives and assist them in understanding yours.
- Be aware of various cultures and customs and appreciate diversity's benefits.
- Maintain confidentiality.
- Treat others with respect at all times.

Employment

General

We are committed to providing equality of opportunity in employment, ensuring that no job applicant or employee is discriminated against directly or indirectly on the basis of any protected characteristic. We believe our workforce should reflect the community it serves and that all groups should be appropriately represented at every level within the organisation. We are committed to taking action against discrimination and will undertake this effort to protect dignity and well-being.



You can find more information about tenant inappropriate behaviours towards our colleagues [here](#).

Recruitment and Selection

As part of our Corporate Strategy, we are committed to acting as a community anchor by partnering to develop and sustain prosperous and resilient opportunities for our communities. We will guarantee an interview for any ethnically diverse or disabled candidates and our tenants, provided they meet the minimum criteria set out in the role profile.



You can find more information about our equitable recruitment process [here](#).

If a colleague involved in any recruitment activity has a close personal or family relationship (such as a family member or close relative, as outlined in previous sections) with a candidate, they should declare this to the People Team as soon as they are aware of the candidate's application. In these situations, the colleague is allowed to participate in the selection process but not be a decision maker or involved in the decision process. This ensures that recruitment decisions are made objectively and fairly, and that we comply with relevant regulations, including Schedule 1.

Training

All employees will receive training to ensure they understand and implement all aspects of this Policy.

Working Environment

Wherever possible, proper access for colleagues with disabilities will be provided in all workplaces, alongside a programme of improvements to ensure existing arrangements are tailored to the individual. This will encompass arrangements for existing colleagues who may develop specific needs during their employment. Working arrangements will take into account colleagues' responsibilities for dependents and/or personal circumstances.

Please contact People Team regarding the above.

Harassment

We will not tolerate the harassment or victimisation of employees by other members of staff, Volunteers, tenants, contractors or members of the public in any circumstances. We will take appropriate action against the perpetrators.

Conditions of Employment

It is a condition of employment that all colleagues comply with our Equal Opportunities, Diversity and Inclusion Policy, and any failure to do so may lead to disciplinary procedures, potentially resulting in dismissal.

Providing of Housing and Related Services

General

We are dedicated to ensuring equal access to housing and services for all current and prospective tenants. We take full responsibility for taking action against discrimination, while protecting dignity and wellbeing.

Access to Information

We will provide appropriate means of communication, such as an interpreting service and key information in alternative formats, as required.

Allocations

We will ensure all groups are treated fairly and equally concerning access to housing and the quality of the housing provided.



You can find more information in our Allocations Policy [here](#).

Arrears

All rent arrears will be dealt with sensitively and fairly. CCHA will have policies and procedures highlighting the importance of arrears prevention and action for control and recovery.



You can find more information in our Rent Arrears Policy [here](#).

Complaints

We will ensure that our complaints procedure is accessible to everyone and that feedback regarding the service receives due consideration.

Maintenance and Repairs

We will guarantee all tenants receive equal maintenance and repair services. However, we acknowledge that specific groups, such as older individuals, may be more vulnerable and might receive extra assistance for certain repairs.

Use of Contractors, Consultants and Partner Agencies

We will only use contractors, consultants, and partner agencies that have an equality and diversity policy broadly consistent with our aims.

We will only use contractors who operate in accordance with our values regarding the treatment of our tenants. We will not give them any more work if there is a substantial and unresolved breach of these standards.

We will ensure that our selection of consultants and contractors is fair and non-discriminatory.

Breach of this Policy

Colleagues are encouraged to voice their concerns related to this policy. They should speak to their line manager or a member of the People Team (if they have concerns about how their line manager applies this Policy).

Any breach of this Policy will be fully investigated and may lead to disciplinary action.

Related documents

[CCHA Dignity at Work Policy](#)

[CCHA Recruitment and Selection Policy](#)

[CCHA Rent Arrears Policy](#)

[CCHA Allocations Policy](#)

[CCHA Code of Conduct](#)

[CCHA Disciplinary Policy](#)

[CCHA Managing Risk to Staff Policy](#)

Document Details

Document name:	Equal Opportunities, Diversity and Inclusion Policy
Sensitivity:	Business use only.

Version:	V2.0
Publication date:	23/07/2025
Effective date:	23/07/2025
Policy review date:	25/06/2025
Approval Level:	Corporate Director review and approval required for any changes to policy (sick pay entitlement changes require Board approval)
Previous version:	V1.0
Previous version last published:	15 th February 2021
Previous version effective date:	March 2020

Policy sponsor:	Brian Pickett
Policy owner:	Seb York
Legal review:	n/a