



Diversity and Inclusion in Service Provision

Policy:	Diversity and Inclusion in Service Provision
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Policy Owner:	People Director
Policy Author(s):	People Director
Accountable Executive:	Executive Director of Corporate Services
Approved by:	Executive Director of Corporate Services + 1
Equality Assessment:	Yes
Next review of policy due:	January 2024
Policy Grade:	2
For the full version history of this policy, see the back page	

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1.0 Introduction and Scope

- 1.1 This policy on diversity and inclusion outlines our commitment to ensure that our services to tenants, colleagues and the wider community are relevant, responsive and sensitive to individual needs and that they do not discriminate, that they treat people with fairness and respect and that they seek to promote equality of opportunity and foster good relations.
- 1.2 The communities in which we work are diverse and we therefore have a broad tenant profile reflecting this diversity.
- 1.3 As a social housing provider we are required to comply with the Equality Act 2010 and we need to be able to demonstrate that we are giving due regard to the three aims of the general equality duty element of the Public Sector Equality Duty in respect of our public functions. Our regulator, the Regulator of Social Housing, also requires us to treat our customers with fairness and respect and to tailor our services to meet their needs.
- 1.4 There is a strong business case for our commitment to diversity and inclusion in service provision. At its heart, equality, diversity and inclusion is about knowing our tenants and tailoring our services to meet their individual needs. Collecting and using profiling information, through our tenant surveys, give us a good knowledge base enabling us to tailor and develop our products and services, to inform equality analysis, maintain tenant satisfaction and drive service improvements.
- 1.5 To be strong and successful, our communities also need to be cohesive. A zero tolerance approach to hate incidents, along with support for victims and programmes for perpetrators, are a key part of this. Engaging with city wide equality networks is important, and our own community engagement activities are also vital in helping to foster good relations between different groups, bring people together and improve understanding and mutual respect.
- 1.6 The scope of this policy covers:

Gentoo Group	X
Gentoo Homes	X
Gentoo Developments	X
Gentoo Genie	X

- 1.7 It applies to:

General Needs rented properties	X
Supported Housing	X
Sheltered Housing	X
Leasehold/Shared ownership	X
Rent to Buy properties	X
Market rented properties (domestic)	X
Temporary Accommodation	X
Stock owned but not managed by the Group	X

Communal Areas, including those relating to Leasehold/Shared Ownership properties	X
Commercial Property (offices, depots etc)	X
Stock managed by Gentoo on behalf of a third party	X
Garages and outbuildings	
Remote plant (district heating, electrical pumps etc)	
Curtilage	

2.0 Links to Strategy and the Business Plan

2.1 Our vision and values set the direction and shape the culture of our organisation.

2.2 Gentoo's **vision** is:

Great Homes – Strong Communities – Inspired People

2.3 Our vision The Group's **values** are:

- Do the right thing
- Make a difference
- Keep learning
- Work together
- Give all you've got

2.4 Do the right thing – this is about ensuring we minimise the risk to the organisation by complying with our statutory and moral obligations.

2.5 Make a difference and work together – this is about us all playing a part and ensuring barriers to inclusion in society and in the workplace continue to be removed. It is about doing our bit to help to make a significant difference by raising awareness of inequality, challenging prejudice and promoting inclusive attitudes and behaviour.

2.6 Keep learning – this involves finding different and innovative ways to increase awareness and understanding around diversity and inclusion, so that our staff are engaged, and want to learn about difference, and are equipped to apply and share their knowledge in the wider community.

2.7 Giving all you've got - requires an organisational culture that understands the value of the uniqueness of individuals, and which cultivates individual attitudes and behaviours which demonstrate this. It is also about a recognition that people can only bring their whole selves to work and perform to the best of their ability if they feel comfortable to be themselves, and know that their unique individual contribution is welcomed and valued.

2.8 For this 2020 Business Plan, the Group's Board and Executive Team have refreshed Gentoo's strategic aims, centred on the following **themes**:

- Place
- People
- Perform
- Partner

- Pride
- 2.9 These “5P’s” have been developed to articulate the delivery of our vision via the following strategic **aims**:
- Provide homes and services that enable our tenants and communities to succeed (**Place**)
 - Invest in people and communities to help realise opportunities and release potential (**People**)
 - Be well governed and financially resilient, operating efficiently and responsibly, investing wisely to fulfil our social purpose (**Perform**)
- 2.10 The above aims will be supported by the following **enablers**:
- Work with others to influence and generate sustainable change (**Partner**)
 - Harness the collective passion and energy of our people to support the city’s plan (**Pride**)
- 2.11 Gentoo’s policies support the delivery of the Group’s Vision, Values and Strategy.

3.0 Regulation and Legislation

- 3.1 The Executive Director of Corporate Services will ensure this policy has regard to all legislation, regulation and best practice. The regulation and legislation applicable to this policy is:
- The Equality Act 2010
 - The Human Rights Act
 - The Regulator of Social Housing (RSH) Consumer Standards

4.0 Our Policy Statement

- 4.1 We are committed to the principles of diversity and inclusion throughout the organisation and we will:
- Treat everyone fairly and with respect
 - Ensure our services are relevant, responsive and sensitive to the needs of our existing and future customers
 - Ensure that all sections of the community in which we work have equal opportunity to access our services
 - Welcome and value difference, and not tolerate bullying, harassment or intimidation of any individual or group
 - Challenge the behaviour of those who do not uphold our values and go against our principles, and reconsider our continued relationship with any such person or organisation

5.0 Roles and Responsibilities

- 5.1 Overall responsibility for this policy lies with the People Director. Accountability lies with the Executive Director of Corporate Services.

5.2 Responsibility for the implementation of this policy lies with every employee of Gentoo.

6.0 Escalation

6.1 Where a Board has concerns about significant issues in any area of compliance with this policy, they must escalate these concerns to the People Director.

6.2 Where a member of staff has concerns about significant issues in any area of compliance with this policy they must escalate these concerns through their line management structure and ultimately to the Group Executive Team.

6.3 Where a member of staff continues to have concerns about significant issues in any area of compliance with this policy they should refer to the Group whistleblowing guidance.

7.0 Monitoring and Review

7.1 This policy will be reviewed every three years or in line with business need.

7.2 The People Director will be responsible for monitoring implementation of the policy. Service leads will be responsible for implementation within their service areas.

7.3 The key performance indicators (KPI) which will inform this policy are:

- STAR Customer satisfaction with our service provision data, disaggregated by core protected characteristic
- Complaints data, disaggregated by core protected characteristic

7.4 This policy maybe subject to an audit in line with internal audit plan.

7.5 This Policy is Grade 2 and changes will need the approval of The Executive Director of Corporate Services + 1 other relevant Executive Director.

8.0 Records

8.1 On an annual basis a Diversity and Inclusion Update report will be taken to Group Board.

Version Control

Version	Reason	Issuer	Date
2.0	Amended Format	Alexandra Gibson	09/03/2018

2.1	Amended names to job titles and added accountable Exec Director on front page	Sarah Treadwell	13/05/2019
2.2	Amended review date to 3 years from 4	Sarah Treadwell	02/09/2019
3.0	Amended for scheduled review. Approved by ED Corporate Services.	Nikki Young	26/01/2021