

# Equality Scheme

## Summary guide



“ To become the Housing Association of choice by exceeding customer expectations and providing excellent homes. ”



# Equality Scheme

## What is an equality scheme?

The Association strives to ensure equal opportunities for all throughout the organisation. Connswater Homes published an Equality Scheme in 2012 in line with its obligations under Section 75 of the Housing NI Order 1998. The scheme details how the Association will work towards ensuring its business is inclusive and operates in a fair and equitable manner. The main purpose of an equality scheme is to challenge discrimination, protect and promote equality and respect for human rights, and to encourage good relations between people of different backgrounds.

## How it works

All staff members will be trained so they fully understand the importance and value of the equality scheme. The Association fully commits to providing the necessary resources in terms of people, time and money to make sure that the equality scheme is implemented effectively. The Association will conduct a thorough review of the Equality Scheme every five years. This review will evaluate the effectiveness of the Scheme and highlight areas for improvement.



### If we get something wrong...

The Association has a complaints procedure to deal with any grievances that you may have. A copy of our Complaints Policy is available upon request and online. Please contact a member of staff if there is any aspect of our service that you are unhappy with.

**A copy of our equality scheme is available on request in alternative formats such as, Braille, large print, audio formats ( CD & MP3) and in minority languages for those who are not fluent in English.**

One of the Association's core values is to demonstrate equality to everyone. Connswater Homes aims to achieve this through promoting fair and equitable treatment of those we have dealings with, irrespective of religious and cultural preferences, disability, gender, age, race, marital status, family responsibility and sexual orientation.

- **Religion** - religious beliefs and practices
- **Disability** - referring to mental or physical impairment
- **Gender** - referring to man, woman or transgender
- **Age** - how old you are, whether you are young or old
- **Race** - the culture or background you come from
- **Marital status** - relationship status eg: single, married, divorced
- **Family responsibility** - taking care of someone
- **Sexual orientation** - straight, gay, lesbian, bisexual



## **We promise to...**

- **Provide services that are open to all, fair and free from discrimination**
- **Keep under review access to our services**
- **Provide physical access for all at our office premises and carry out home visits where necessary**
- **Ensure the way in which we communicate with all our customers is relevant and inclusive**
- **Train our staff and raise awareness of different cultures, traditions and diversity when delivering services**



## **Where to find us**

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