

Equality and Diversity- A Quick Guide for Clients

We have an Equality and Diversity Policy because we recognise that everyone is different and that you should be treated as an individual.

- We aim to create an environment where everyone is treated fairly, and with respect and dignity.
- We will make sure our services cater for your needs and make reasonable adjustments where needed.
- We will support you to meet any cultural, religious or other needs you may have.
- We will help you if you experience unfair treatment or harassment.
- We will ask you for some personal details. It is up to you how much you tell us, but any information you feel you can give helps us to meet your needs and improve our services.
- We will respect your confidentiality at all times.
- We ask all our staff to take action to show that they are putting equality and diversity into practice.
- We need to check that all our policies are working and change them if they are not. Please let us know if there is a problem or if a change is needed.

Equality and Diversity Means:

- Treating every individual fairly, with respect and decency.
- Recognising that each of us is different.
- Keeping the organisation free from unlawful discrimination, including harassment and bullying.
- Understanding how we are all responsible for our performance and behaviour.
- Understanding that you can take action if you are being treated unfairly.
- Valuing each and every individual.

It Does Not Mean

- Treating everyone in the same way.
- Giving unfair advantages to people with certain characteristics, or minority groups.
- Lowering the quality of the service.

Discrimination Means

Being treated differently or less well than other people for a particular reason, instead of who you are as an individual. The result is a disadvantage to you. The reason could be race, disability, age, religion, belief, sex, sexual orientation, gender reassignment, marriage, civil partnership, pregnancy, maternity or a different reason.

Harassment Means

Being deliberately intimidated or abused because of your race, disability, age, religion, belief, sex, sexual orientation, gender reassignment, marriage, civil partnership, pregnancy, maternity or another reason.

It can be things like name-calling, bullying, physical attacks, damage to property and graffiti. It feels unwelcome or threatening to you. It can happen once or many times.

If you feel you have been treated unfairly or harassed we will support you. Ask a member of staff to help.

Need More Information?

Staff will help you get more information or put you in touch with other services.

Equality Advisory Support Service (EASS)

The **EASS** gives expert advice and support on discrimination and human rights issues.

Phone: 0808 800 0082
Textphone: 0808 800 0084
Website: www.equalityadvisoryservice.com
Post: FREEPOST Equality Advisory Support Service FPN4431

Horton Housing

Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

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