



“JOHNNIE” JOHNSON  
HOUSING



Equality and Diversity



Produced by the Diversity Action Group which comprises Board members, staff and customers of "Johnnie" Johnson Housing

# Equality and Diversity

## **'Valuing differences, responding positively to communities and individuals'**

At "Johnnie" Johnson Housing we embrace diversity because we believe that what makes us different makes us stronger. We value the differences in people and communities, recognising the benefits that a positive approach to diversity brings to our organisation, our services and the communities where we operate.



We are committed to equality of opportunity in all aspects of our work. We will not tolerate any form of discrimination (either direct or indirect) and will challenge all acts of discrimination, prejudice, harassment and victimisation which occur within the workplace or the communities in which we work.

Equality and Diversity is core to our business and we will ensure that this is reflected in all our policies, practices and services.

We will make sure that our services are accessible, responsive and appropriate to meet the diverse needs of different individuals and groups.

We will actively promote to the organisations and individuals we work with, the rights they have not to face discrimination on any grounds.

A commitment to this policy is required from all staff, Board members and others with whom we may work from time to time e.g. contractors, consultants, suppliers.



“Johnnie” Johnson Housing aims to become fully accessible to everyone.

## Our Commitment as a Service Provider

- to challenge discrimination whether because of age, gender, race, religion, colour, beliefs, ethnic or national origin, sexual orientation, marital status, physical characteristics or disability
- to make sure that our services are accessible, responsive and appropriate to meet the diverse needs of different individuals and groups

- to adopt a range of policies, procedures and good practice to promote Equality and Diversity in all our activities
- to take positive action to help overcome under-representation of particular groups or help people access our services
- to actively seek to identify and respond to the different needs of individuals and communities and take this into account in all aspects of our work
- to work with partners to 'add value' and provide joined up services
- to undertake special projects, in partnership with others where appropriate, to develop housing and services to meet the needs of minority and disadvantaged groups
- to encourage other organisations that we do business with to adopt a positive approach to Equality and Diversity
- to ensure that our services meet the Audit Commission and Housing Corporation requirements and comply with legislation

## Our Commitment as an Employer

- to provide an environment where staff feel welcome and safe and where their dignity is maintained and respected at all times
- to ensure that we treat our staff fairly and with respect, seek equality of opportunity, encourage learning and development and a healthy home-work balance

- to ensure that staff understand how valuing diversity can improve our ability to deliver better quality services and so reduce inequality
- to provide fair access to learning and development opportunities, encouraging and supporting staff in fulfilling their potential
- to develop an effective communication strategy that actively involves and communicates our policies to all members of staff
- to provide appropriate training for our staff, Board members, customer representatives and other agents/partners
- to have a workforce that is representative of the communities we serve and promote the benefits of a diverse workforce
- to provide support to any members of staff who may experience any form of discrimination whilst at work and take appropriate action against perpetrators of harassment, victimisation or discrimination

## Responsibilities and Roles: Equality and Diversity within “Johnnie” Johnson Housing

We believe that everyone who works for “Johnnie” Johnson Housing has a responsibility to make sure that people are treated fairly and with respect. They must be able to appreciate that differences exist and respond positively to people's different needs.



In addition:

- the Board of Management is responsible for our policy and strategy on Equality and Diversity, ensuring that appropriate plans and targets are in place and monitoring the effectiveness of the strategy. A Board member is assigned special responsibility to oversee and promote Equality and Diversity issues
- the Chief Executive is responsible for the implementation of the policy and strategy and advising the Board on progress in achieving its objectives

- managers set individual and team objectives for Equality and Diversity within the Trust's overall strategy and monitor progress in achieving these
- contractors and agents of “Johnnie” Johnson Housing are required to adopt a positive approach to Equality and Diversity and comply with contractual conditions relating to equality of opportunity

## Communicating the Policy

All employees will receive a copy of the Equality and Diversity policy in an appropriate format.

The intranet will be used to communicate Equality and Diversity issues to our employees and managers will be required to filter down this information to staff that do not have access to computers.

Customers will receive a version of the Equality and Diversity policy which will be clear and comprehensive and available in appropriate formats to meet identified needs.

The policy will be held on the intranet and a copy placed on the external website so that partners and other stakeholders can access it.

Managers are responsible for keeping all employees well informed of what is happening in the business regarding Equality and Diversity.

“Johnnie” Johnson Housing will publicise its Equality and Diversity policy and objectives widely through a variety of means including job application packs, corporate publications and tenant and staff newsletters.

Employees are expected to keep themselves informed of what is happening in the business and locally in the areas in which they work and are responsible for making any issues of concern or interest known to their management teams.

## Monitoring, Evaluation and Review

Our comprehensive Equality and Diversity strategy and implementation plan details how we intend to progressively achieve our aims in respect of Equality and Diversity through a programme of audit, review, impact/needs assessment, development of equality objectives and outcomes, monitoring, consultation, scrutiny and changes to how we work.

This policy will be reviewed on an annual basis.



If you need a translation service please contact our Customer Service Centre on 0845 604 1095 or visit our website at [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Haddii aad u baahan tahay adeeg furjibaan, fadlan la xiriir Xarunteena Adeega Macmillika (Customer Service Centre) lambarka 0845 604 1095 ama u soo booqo shabakadda internet'ka cinwaanka [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Somali

আমাদের যদি অনুবাদ সেবা-সেবার প্রয়োজন হয় তবে আমাদের কাস্টমার সার্ভিস সেন্টারকে 0845 604 1095 নম্বর ডায়াল করে আমাদের ওয়েবসাইট [www.jjhousing.co.uk](http://www.jjhousing.co.uk) এ আমাদেরই যেতে

Bengali

જો તમને ટ્રેન્સલેશન (અનુવાદ) સેવાની જરૂર જણાય તો કૃપા કરી 0845 604 1095 ઉપર અમારા સેન્ટર સર્વિસ સેન્ટરનો સંપર્ક કરવો અથવા અમારી વેબસાઇટની જણાવો- [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Gujarati

Jeżeli potrzebujesz usługi tłumaczenia prosimy o kontaktowanie się z Ośrodkiem Obsługi Klienta pod 0845 604 1095 lub odwiedzenie naszej strony internetowej [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Polish

如果您需要翻譯服務，請聯繫我們的用戶服務中心（Customer Service Centre），電話：0845 604 1095。同時您也可以登錄我們的網站，網址：[www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Cantonese

اگر آپ کو ترجمہ و منت کی ضرورت ہے تو براہ کرم ہماری کسٹمر سروس سینٹر سے 0845 604 1095 پر رابطہ کریں یا ہماری ویب سائٹ [www.jjhousing.co.uk](http://www.jjhousing.co.uk) دیکھیں۔

Urdu

Os oes angen gwasanaeth cyfieithu amoch, cysylltwch â'n Canolfan Gwasanaeth Cwsmeriaid os gwelwch yn ôda ar 0845 604 1095 neu ewch i'n gwefan yn [www.jjhousing.co.uk](http://www.jjhousing.co.uk)

Welsh



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