Cornwall Rural Housing Association

Equality, Diversity and Inclusion Policy

1. Introduction

1.1 Cornwall Rural Housing Association (CRHA) is committed to promoting equality of opportunity and creating a working environment that is inclusive and free from discrimination or harassment. People Focus is one of our values and this policy confirms our commitment to equality, diversity and inclusion in employment and service delivery fostering an inclusive environment for customers, employees, contractors and stakeholders. It ensures compliance with the Equality Act 2010 and supports fair access to housing and services.

2. Scope

This policy applies to:

- All employees, volunteers, and Board Members
- All customers, residents and applicants
- All contractors, suppliers, and partners
- All services delivered by the Association

3. Our Commitment

CRHA is committed to:

- Providing fair access to homes and services without discrimination
- Creating an environment where everyone feels respected and able to participate
- Ensuring decisions are free from bias and based on transparent criteria
- Challenging discrimination, harassment, and victimisation
- Promoting inclusive communities where differences are valued

4. Legal Framework

We uphold all relevant legislation, including:

- Equality Act 2010
- Human Rights Act 1998
- Housing Act 1996
- Public Sector Equality Duty (where applicable)

These laws protect individuals from discrimination based on protected characteristics such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

In addition to applicable laws, we also ensure that our approach is in line with the Regulator of Social Housing's Consumer Standards.

5. Responsibilities

Board & Leadership Team

- Provide strategic leadership on EDI
- Promote a culture of respect
- Ensure compliance with legislation
- Monitor performance and set improvement targets were necessary
- Implement this policy across day-to-day operations
- Ensure staff receive appropriate EDI training
- Address complaints or incidents promptly

Employees

- Treat colleagues and customers with dignity and respect
- Fully abide by CRHA's code of conduct
- Report discrimination or harassment
- Contribute to an inclusive and respectful culture

Contractors & Partners

- Must comply with this policy as a condition of engagement

6. Delivery of services and the management of homes

We will:

- Ensure fair and transparent allocations processes
- Provide accessible communication formats
- Make reasonable adjustments for disabled customers
- Monitor service outcomes to identify any inequalities
- Engage with our diverse rural communities as appropriate to help inform and shape services

7. People practices

We commit to:

- Fair recruitment and selection processes
- Removing barriers to progression
- Supporting flexible working where possible
- Providing equal access to learning, training and development

8. Reporting and complaints

Any customer, employee, stakeholder, contractor or partner who experiences or witnesses' discrimination, harassment, or victimisation can raise a concern through:

- The complaints procedure
- The whistleblowing policy
- Leadership team and/or line management

All reports will be taken seriously and investigated promptly.

9. Review

We will:

- Collect and analyse EDI data (while respecting privacy)
- Review this policy every three years or more frequently if required
- Use feedback from customers and colleagues to improve practice

Date Reviewed	Changes to the Policy	Date to be Reviewed	Approved By	Author
March 2023		March 2026	Board	AM
March 2026	The policy has been reviewed with a new policy structure and refresh in order to keep it modern, meaningful and relevant.	March 2029		DWB