

Equality and Diversity Policy

Equality of opportunity and support for diversity are fundamental principles of Crystal Palace CLT as a community-led project and a social enterprise. All members of our CLT and of the wider local community are entitled to consideration, dignity and respect, in line with the positive values for which the CLT is recognised. This policy sets out how we deliver our commitment to equality and diversity for all the protected characteristics highlighted in the Equality Act 2010, and is reflected in other policies including our Code of Governance and Membership Policy.

A Equal treatment

1. The CLT will treat all its members, and members of the wider local community, equally, recognising that every person is entitled to consideration, dignity and respect regardless of their age, marital status, disability, race, colour, nationality, ethnic or national origin, religion or belief, sex, gender reassignment or sexual orientation.
2. The CLT is totally opposed to any form of discrimination on the above grounds.
3. The CLT will ensure the above principle applies to all its activities, including but not limited to:
 - a. Involvement in the proceedings of General Meetings, the Board and its Sub Committees;
 - b. Meetings held by the CLT, such as community engagement and consultation;
 - c. Services provided by the CLT, including the provision of housing.
4. We will maintain a zero tolerance approach to discrimination and harassment.
5. Members, and any other person, are encouraged to bring allegations of discrimination or harassment to the attention of the Board. These will be thoroughly investigated by the Board, or a body it delegates this responsibility to, and the Board will consider recommending members are removed on the basis of the findings.

B Equal treatment of local residents

As a developer of homes and other assets, we will:

1. Make reasonable endeavours to ensure that residents affected by our work are kept informed, consulted at appropriate points, and able to participate in the process as members of the CLT.
2. Regularly review the extent to which we are informing and engaging the full cross-section of the local community fairly and without discrimination, and not inadvertently excluding some individuals, and with particular attention to people with protected characteristics highlighted in the Equality Act 2010.
3. Make reasonable proactive efforts to be inclusive of all individuals of all backgrounds, particularly those with protected characteristics.

C Equal treatment of CLT home residents

As a landlord or freeholder for residents of CLT homes, we will:

1. Establish Policies and Procedures that are regularly monitored and reviewed to ensure that the delivery of all housing services is fair and without discrimination, including the allocation of homes.
2. Operate and Monitor lettings practices that reduce the chance of discrimination.
3. Provide a website that is accessible to the widest possible audience and adhering to available standards and guidelines.
4. Maintain accurate customer profile records in accordance with the General Data Protection Regulations.
5. Prioritise repairs requests from residents with known support needs in line with our repairing obligations.
6. Operate harassment and domestic violence procedures that provide support to the victim.
7. Consider all requests for disabled adaptations and provide if possible.
8. Maintain accurate records of adaptations to our properties.

D Employment and volunteering

1. The CLT will provide a safe and accessible working environment for all employees and volunteers which respects the culture and identity of individuals.
2. We will ensure a culture and working environment free from harassment and discrimination.
3. We will provide an open environment where all employees have the opportunity to reach their full potential, and ensure equitable access to training and development activities.
4. We aspire to a diverse workforce to reflect the diverse community that we serve, ensuring that we provide a quality service, responsive to the needs of our residents, members and the wider local community.
5. We will ensure that recruitment and selection procedures are conducted on an equitable basis so that all potential employees are recruited on the basis of merit and ability whilst being treated fairly.
6. We will ensure disabled candidates who meet the essential criteria of a job they have applied for will be guaranteed an interview for that role.

E Procurement

1. We will require contractors to comply with the CLT's expectations with regard to equality and diversity. We will normally ask contractors to provide a policy or statement on equality and diversity ahead of appointment.
2. We will use our purchasing power to ensure that our contractors' service delivery is consistent with our equality and diversity commitments.
3. Any allegations of discrimination or harassment made against contractors and consultants will be taken seriously and investigated thoroughly and if necessary reported as a crime. Contractors and consultants will be expected to take prompt and appropriate action against any of their staff found to be acting in an unacceptable way