

Equality, Diversity and Inclusion Policy

Summary

The purpose of this policy is to ensure that we promote Equality, Diversity and Inclusion (EDI) in all aspects of Portsmouth Homes. We aim to create an environment where everyone, regardless of their background, feels respected, valued and included, and to deliver services that are inclusive and accessible to all.

This complements the EDI Strategy, reasonable adjustment policy statement and customer promise for Portsmouth City Council.

Effective date

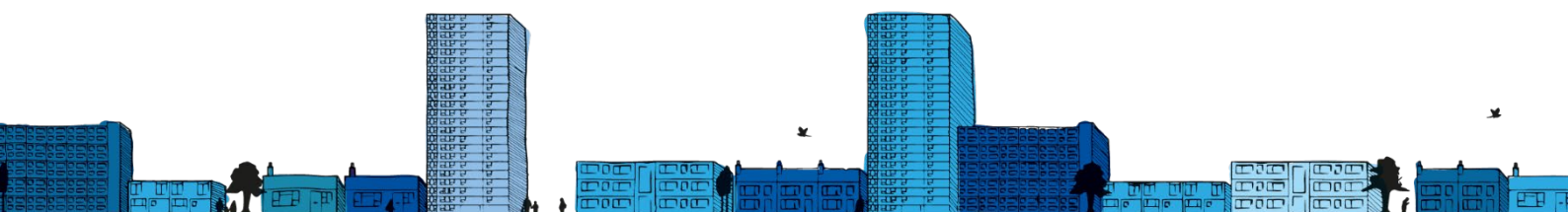
1 June 2025

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0



Equality, Diversity and Inclusion Policy contents

Summary	1
Effective date.....	1
Review	1
Version	1
Equality, Diversity and Inclusion Policy contents.....	2
Scope	2
Equality, Diversity and Inclusion (EDI) Mission Statement.....	3
What is equality, diversity and inclusion?	3
Equality Act 2010	4
Protected Characteristics	4
Public Sector Equality Duty	4
Our Approach.....	5
Recruitment and Employment.....	6
Contractors and Partners	6
Monitoring	6
Information Sharing.....	6
Your voice	7
What have we done to make sure this Policy is fair?.....	7
Regulation and legislation	7
Related documents	7
How to feedback	8
Compliments	8
Complaints	8
Housing Ombudsman Service	8

Scope

The purpose of this policy is to ensure that we promote Equality, Diversity and Inclusion (EDI) in all aspects of our service within Portsmouth Homes.

This policy applies to employees, tenants, customers, contractors, and stakeholders associated with Portsmouth Homes.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes tenant, leaseholder, shared owner or household members.



Equality, Diversity and Inclusion (EDI) Mission Statement

Portsmouth City Council's EDI strategy sets out the approach to improving equality, diversity and inclusion over the four-year period (2024–2027).

The strategy was developed in consultation with officers across the council and was informed by research and engagement with residents through surveys and two workshops.

This mission statement also applies to Portsmouth Homes.

"We believe and recognise that the diversity of our population is one of our greatest strengths and assets. We will champion diversity, equity and inclusion, cultivating a safe environment for staff, residents and businesses to achieve their full potential through empowerment, innovation and freedom of expression. We will work with staff, communities and partners to eliminate discriminatory barriers and ensure that everyone has a sense of shared, common belonging and understanding".

As part of Portsmouth City Council, we are responsible for ensuring our projects and business-as usual services meet the needs of everyone, from an equalities, diversity and inclusion perspective.

What is equality, diversity and inclusion?

- **Equality** is ensuring that all our workforce, residents and visitors are treated fairly and given a fair chance, as much as reasonably possible. It's about putting things in place to ensure that all have the opportunity to reach the same outcomes.
- **Diversity** is about recognising and valuing the individual differences of our workforce, residents and visitors. It offers opportunities to see things differently; to experience things differently and to make sure we offer services that fits everyone's needs.
- **Inclusion** is about involving and embracing all people regardless of gender, race, disability or any differences there could be perceived in people. Inclusivity matters as it makes everyone feel safe, welcomed, valued and important. An inclusive workplace means everyone feels valued and safe at work to raise issues, come up with ideas, try things differently and be authentic.

We are a large and diverse organisation, employing thousands of people to do a huge variety of jobs across the city. Each and every member of staff helps play a vital role in creating an inclusive workplace culture.

We want to have a workplace where staff are supported and where everyone knows that their personal contribution is valued. We also want to make sure that we respond to the needs of the communities we serve by taking time to listen and understand their concerns.



Equality Act 2010

We are fully committed to following the principles of the Equality Act 2010, which was created to protect people from being treated less favourably (discriminated against) because they have a protected characteristic. Our policies and practices are designed to prevent discrimination, harassment and victimisation on the grounds of protected characteristics, as outlined in the Equality Act.

Protected Characteristics

In alignment with the Equality Act 2010, we recognise the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion and Belief
- Sex
- Sexual Orientation

Public Sector Equality Duty

As part of our commitment to promoting equality, we comply with the Public Sector Equality Duty (under Section 149 of the Equality Act 2010). This requires us to:

- Eliminate Unlawful Discrimination, harassment and victimisation.
- Advance Equality of Opportunity between people who share a protected characteristic and those who do not.
- Foster Good Relations between people who share a protected characteristic and those who do not.

As a Local Authority, we also have a specific duty to:

- Publish equality information.
- Prepare and publish equality objectives.



Our Approach

Equality, Diversity and Inclusion is a key area of focus for Portsmouth City Council, Portsmouth Homes.

'Inclusive' is one of our core Council values and everything we do as an organisation is guided by our values. They set who we are as people, what we stand for, and how we act. Our values inform how we work with each other, our customers and partners.

We meet the aims of this EDI policy by:

- Embedding EDI into all we do, creating an environment where everyone feels valued and can perform to their best potential
- Developing our employees' knowledge, skills, awareness and confidence in all areas of EDI through a variety of learning opportunities and training
- Recognise and celebrate diversity within our organisation and the city, valuing the differences and unique contribution that individuals bring
- Ensuring that decision making processes consider EDI, through equality impact assessments (as part of an integrated impact assessment)
- Undertaking benchmarking in relation to EDI to enable us to compare our activity contributing to EDI and identify areas for improvement
- Reporting on our Gender Pay Gap and working to reduce this through initiatives to increase female representation at all levels of the organisation
- Providing mandatory EDI training for all employees, with an additional module for managers to equip them with the appropriate knowledge to support staff and contribute to an inclusive culture
- Engaging with our communities to understand their needs and incorporate their feedback into our procedures and practices
- Designing services that reflect the needs of our diverse communities
- Making reasonable adjustments to enable all residents and customers to have equal opportunities and access to services
- Delivering inclusive customer service, taking into consideration inclusive language, individual preferences and needs, and any adjustments that may be required
- Giving residents and employees a voice on decisions that affect them, involving them in decision making when developing policies, procedures and services where appropriate.
- Monitoring tenant and customer satisfaction and complaints across our services with the aim of improving service delivery, ensuring there are no significant differences in the experiences of individuals across the protected characteristics and identify opportunities to promote inclusion
- Being committed to tackling hate crime and domestic abuse, and supporting victims and survivors



Recruitment and Employment

We actively seek to ensure equality of opportunity and treatment for all current and potential employees. We do this by:

- Ensuring our recruitment processes are free from discrimination and bias, providing equal opportunities for all candidates regardless of their background.
- Seeking to attract a diverse range of candidates by advertising job opportunities through a variety of channels and networks.
- Implementing inclusive hiring practices such as diverse interview panels and the anonymisation of personal details during our shortlisting process, to ensure fair evaluation of all candidates
- Removing barriers to development and progression through providing support and development opportunities for employees from underrepresented groups
- Being a Disability Confident Employer and offering an interview to disabled applicants who meet the minimum selection criteria for the job
- Undertaking Positive Action, ensuring that any employment is still based upon merit
- Data Protection and Confidentiality
- As a Local Authority, Diversity Data is collected and monitored to understand the composition of our workforce, tenants and customers. This is used to identify areas for improvement and can inform EDI initiatives and their impact.
- Any diversity data collected in relation to employees, tenants, or customers is collected for a legitimate purpose and is processed and retained in line with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations.

Contractors and Partners

We ensure that all contractors and partners we work with adhere to our expectations around EDI outlined in this policy.

Monitoring

We monitor and review our policies, procedures, practices, and services to ensure they are inclusive and accessible for all, reflecting any changes or developments in national legislation and EDI best practice.

Information Sharing

When sharing information about residents outside of the service, we will only do this if you have given your consent or where the law allows or requires us to, and we will comply with the Data Protection Act 2018 and all relevant privacy notices.



Your voice

We provide tenants a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Equality Act 2010](#)
- [Human Rights Act 1998](#)
- [Landlord and Tenant Act 1985](#)
- [Housing Act 2004](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Care Act 2014](#)
- [Data Protection Act 2018](#)

Related documents

This policy should be read in conjunction with:

- Portsmouth Homes Landlord Policies, Strategies and Reports - [Housing policies, strategies and privacy notices](#)



- Tenancy Agreement / Leasehold Agreement
- [Equality and diversity - Portsmouth City Council](#)
- [Reasonable adjustments policy statement - Portsmouth City Council](#)
- [Our customer promise - Portsmouth City Council](#)

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk
- [Landlord complaints policy](#)

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

