

Equalities & Human Rights

Our commitment to you



Here at Tollcross Housing, we want to create a place where people can be themselves and feel valued.

We aim to:

- Treat everyone with dignity and respect.
- Promote equality of opportunity, where we recognise peoples' differences and aim to meet their individual needs.
- Be flexible to meet the needs of individuals and provide fully accessible services.
- Promote an environment of understanding: where diversity is encouraged, and discrimination is not tolerated.
- Promote a zero-tolerance approach to any act or activity that goes against our policy.

To achieve this, we will:

- Develop a policy and action plan to detail our commitment to equalities and how we plan to achieve this commitment.
- Develop and improve services based on equalities data collected from our customers.
- Monitor services to ensure they meet our equalities commitment.
- Work with contractors, partners and other stakeholders who support our equalities commitment.
- Work with partner organisations to support those disadvantaged due to equality barriers, to access our services.
- Train employees to understand what is expected of them.
- Consult on our services to ensure they are responsive and reflect the needs of our diverse community.
- Develop robust service delivery polices, free from unlawful discrimination.
- Challenge discrimination and take action.

Equality is about ensuring that every individual has an equal opportunity. This is not about treating everyone the same but providing a fair access to the same opportunity, specifically to those with a protected characteristic.

The Equality Act 2010 provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. It identifies 9 protected characteristics, which it is unlawful to discriminate against.

age, disability, gender reassignment, marriage and civil partnership, maternity and pregnancy, race, religion or belief, sex and sexual orientation.

Human rights are the basic rights and freedoms that belong to everyone. They mean that everyone should be treated fairly, with dignity and respect. The Human Rights Act 1998 (HRA) sets out 16 human rights, how these rights must be respected by public bodies and how you can seek justice if these are breached.

There are 3 rights that we must consider as a social landlord:

- Article 6: Right to a fair trial
- Article 14: Prohibition of discrimination
- Article 8: Right to respect for private life, family life and the home

What does all this mean for you?

Right to a fair trial: Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side. To achieve this, we will (1) communicate any decision relating to your tenancy clearly in a format you can understand, (2) provide reasons for any decisions taken and (3) provide you an opportunity to appeal decisions made.

Right to respect for private life, family life and the home: Everyone has the right to access and live in their home without intrusion or interference. To achieve this, we will (1) respect how people choose to live their life, (2) only intervene where this negatively impacts on safety or security of others and (3) use personal information for the purpose it was collected and adhere to Data Protection legislation.

Prohibition of discrimination: Everyone has equal access to the other rights contained in the HRA. To achieve this, we will (1) provide services free from discrimination, (2) be aware of barriers faced by those with a protected characteristic, and (3) remove barriers faced to allow equal opportunity for all.

