



## **Delawyk RMO – Equal Opportunities Policy and Procedure**

### **Policy Statement**

Delawyk Residents Management Organisation (RMO) wholeheartedly supports the principle of equal opportunities in all areas of its service delivery and employment and opposes all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, religious belief, age, gender, sexual orientation marital status disability or tenure. The Organisation believes that it is in the best interest of the organisation (that services are delivered fairly and equally and that all applicants are treated fairly when employment opportunities arise. To this end and within the framework of the law, we are committed to achieving and maintaining within the organisation representations which reflect the community. Every possible step will be taken to ensure that individuals are treated fairly and equally and that no individual, be they employees, potential employees, members or residents suffer direct or indirect discrimination.

### **1. Statutory obligations and equal opportunities aims**

#### **1.1 Equal opportunities legislation governing activities of the Organisation**

Race Relations Act 1976; Sex Discrimination Act 1975; Equal Pay Act 1970; Disabled Persons (Employment) Acts 1944 and 1953; Rehabilitation of Offenders Act 1974; Health & Safety at Work Act 1974; Employment Protection Act 1975; Employment Protection (Consolidation) Act 1978; Disability Discrimination Act 1995.

#### **1.2 Aims and objectives of equal opportunities policy including the equal opportunity target groups the policy will seek to address**

The Organisation's aims are:

- to deliver a fair and equal service to all residents living on Delawyk Crescent Estate;
- to ensure that the composition of the Management Board seeks to reflect that of the population on the estate;
- to encourage active participation from all persons or groups of persons living in the Estate;
- to ensure that all residents have equal access to meetings and information concerning the activities of the organisation;
- to increase awareness within the organisation of the needs of disadvantaged groups;

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## **Delawyk RMO – Equal Opportunities Policy and Procedure**

- to ensure that no member of staff, or the Management Board or tenants/user of services provided by the Organisation suffers discrimination.

The Organisation will take positive action to overcome the results of unfair discrimination by encouraging and helping the following groups to participate in the Organisation's decision-making process and to receive fair and equal treatment in respect of service delivery.

The groups include:

- people with mental or physical disabilities
- gay men and lesbians
- black and other ethnic minority groups
- religious groups

people without formal qualifications

- people whose first language is not English
- women
- single parents
- people with responsibility for dependants
- people who are HIV positive
- ex-offenders
- people who do shift work/work nights
- people with mental health problems or a history of mental health problems
- people with other health problems
- young people
- old people
- the unemployed/those on low incomes

## **2. Achieving Equal Opportunities Objectives**

### **2.1 Procedures for ensuring that the Organisation is representative, democratic and accountable**



## **Delawyk RMO – Equal Opportunities Policy and Procedure**

All lawful residents over 18 years of age of Delawyk Crescent Estate are eligible to become a member of the Organisation, attend general meetings and put their name forward for election to the Board of Management.

The Board of the Organisation is delegated responsibility for ensuring that the equal opportunities policy is implemented and monitored.

The Board will review and monitor procedures for informing and involving new and existing members.

The secretary will make regular reports to the Board on membership levels and participation.

Any proposed change in the Organisation's policy and procedures must be referred to a general meeting of the Organisation's membership.

### **2.2 Procedures for promoting and encouraging active membership of the Organisation from all individuals and sections of the community.**

The secretary will ensure that all new residents are informed of the opportunities to become a member and participate in the Organisation's affairs.

All new residents will be given a copy of the Organisation's handbook.

The secretary will ensure that all residents are informed of the Organisation's ongoing training programme.

All members of the Organisation and employees will be expected to comply with the principles set out in this policy.

The Board will ensure that no person or groups of persons are restricted from participating either directly or indirectly. To this end, the Board will regularly review its practice in respect of the venues where meetings are held, to ensure that access is suitable for disabled people, and the times that meetings are held, to give tenants equal opportunity to participate. The Board will assess any special needs such as childcare facilities, translations, escorts to and from meetings that groups of persons may require in order to assist them in participating in the activities of the Organisation.

All residents of Delawyk Resident Management Organisation may attend both meetings of their Board and general meetings.

### **2.3 Obligations to provide information about the Organisation and its activities**



## **Delawyk RMO – Equal Opportunities Policy and Procedure**

Details of all general meetings and events organised by the Organisation will be sent to all residents of Delawyk Resident Management Organisation. All residents will receive the regular newsletter and the Organisation's annual report.

All communications will be written in plain English.

All residents (including non-members) will receive minutes of general meetings. Summaries of the main points to arise from Management Board meetings will be included in the regular newsletter and sent to all residents.

### **2.4 Commitments to consultation and participation**

The secretary will ensure that all residents are informed and consulted about the activities of the Organisation.

The RMO Estate Manager will provide all residents with assistance in obtaining information they require about the Organisation's activities. The Estate Manager is responsible for advising the Management Board where policies, procedures and practices require further consultation with residents. The Organisation will undertake an annual self-completion questionnaire of all residents to measure resident satisfaction with the range of services provided by the Organisation and the Council and residents views about how services might be improved.

The secretary will ensure that assistance will be given to all those who require it in completing the questionnaire.

A summary of all consultations will be sent to all residents or included in the newsletter.

The Board will ensure that no person or group of persons are restricted from participating in meetings, either directly or indirectly.

All those who attend and participate in any meeting organised by the Organisation will be expected to conduct themselves in a way that respects the rights of all other persons, in particular, persons belonging to the groups included in this policy.

### **2.5 Management Board composition and Equal Opportunities obligations**

The secretary of the Organisation is responsible for ensuring that the Annual General Meeting and nominations for election to the Management Board are published according to the constitution.

The Management Board has additional authority to co-opt two non-elected members on the basis that they belong to a group or groups of persons underrepresented on the Board.



## **Delawyk RMO – Equal Opportunities Policy and Procedure**

All new Board members must undertake a programme of induction training which includes knowledge of the aims and objectives, policy and procedures of the Organisation.

All Board members are responsible for ensuring that the aims and objectives of the Organisation are implemented in a fair and equal manner and that the special needs of disadvantaged groups are taken into account.

The Organisation will liaise with other groups, agencies, organisations to further the Organisation's equal opportunity policies.

### **2.6 How breaches of policies and procedures will be handled**

Any breach or complaint concerning the Organisation's equal opportunities policy or its implementation will be normally referred through the Organisation's management complaints procedure.

Any deliberate breach of the Organisation's equal opportunities policy or negligence in rectifying faults which have been brought to their attention will render any employee, officer or member liable to disciplinary action.

### **2.7 How the Organisation intends to ensure that it achieves its equal opportunities objectives in delivering its services.**

#### **Repairs and Maintenance**

The circumstances of individuals will be taken into account when considering whether or not a repair is urgent. Priority will be given at the discretion of Organisation staff to those households where there are young children, people who are elderly or housebound, or suffering from an illness or disability.

The circumstances of individuals will be taken into account in respect of recharging for repairs due to negligence or abuse or undertaking repairs or redecoration which are the resident's responsibility. Any repair defect due to harassment will be treated as an emergency.

All employees and contractors will be required to conduct themselves in a polite, non-sexist, non-racist manner in their dealings with residents and their household.

#### **Office opening times**

The Organisation will ensure that office opening times are published and that an adequate after-office hours service is available.

#### **Consultation and participation**



## **Delawyk RMO – Equal Opportunities Policy and Procedure**

The Organisation will undertake an annual self-completion survey.

The Organisation will ensure that the views of a representative range of household types are taken into account if new policies are being considered.

### **2.8 Details of actions to be taken by the organisation to ensure that the Organisation fulfils its equal opportunities objectives in respect of the recruitment and employment of staff**

#### **Advertising**

All vacant posts will be advertised.

A copy of the job description, person specification, equal opportunities policy, background information about the Organisation and application form will be sent to each applicant.

All applicants who meet the essential requirements required in the person specification will be selected for interview.

Interview panels will consist of between 3-5 people appointed by the Management Board. The panel will be representative of the Organisation's membership but may include people with expertise.

No person may be appointed to serve on the panel who or related to, or who has had any personal or business relationships with, any applicant.

Failure on the part of a panel member or applicant to disclose a known relationship constitutes grounds for dismissal should the applicant be appointed.

#### **Access to Training**

The Organisation will develop a programme of induction and on-going training for all of its staff.

All staff will be encouraged to participate in training for career development.

Job descriptions and person specifications will not discriminate directly or indirectly against individuals or groups of individuals.

#### **Grievance and disciplinary proceedings**

The Organisation's policy will be included in the contract of employment.

These proceedings will normally be conducted in the same manner as the Management Complaints Procedure.



## **Delawyk RMO – Equal Opportunities Policy and Procedure**

### **2.9 Details of actions to be taken by the Organisation to ensure that it fulfils its equal opportunities in respect of hiring contractors and other agencies**

#### **Advertising/tendering contracts**

The Organisation will maintain a list of approved building contractors. The list will be reviewed each year on the basis of an assessment of those builders included. Builders will be assessed according to reliability, standard of work, cost, safe working and equal opportunities.

Equal opportunities considerations will include the behaviour of contractors towards residents. All contractors included on the approved list must have clear policies in respect of equal opportunities and health and safety at work.

### **3. Monitoring**

#### **3.1 Details of monitoring and review of equal opportunities policies and procedures**

The Organisation's equal opportunities policy will be monitored to ensure that:

- the Organisation's aims and objectives are being fulfilled;
- information is up to date;

The following areas will be monitored:

- the standard of repair service provided to each household;
- the standard of service provided generally to each household;
- the representativeness of the Management Board and membership;
- the needs of disadvantaged groups and the appropriateness of the organisation's policies and procedures;
- inclusion of contractors on approved list and compliance with equal opportunities.

Information will be collected in the following ways:

- resident satisfaction slips;
- management complaints;
- the annual self-completion questionnaire survey;
- regular reports to the Management Board;
- regular updating of household database.



## **Delawyk RMO – Equal Opportunities Policy and Procedure**

Information will be collected about each household and updated at least once a year concerning the following areas:

- race and ethnic origin;
- age;
- gender;
- household type;
- physical disability;
- main language spoken;
- special needs.

All reports to the Management Board will comment on the implications for the Organisation's equal opportunities policy. An Equal Opportunities monitoring report will be made to the Organisation's Annual General Meeting. This annual report will identify issues and make recommendations.

Adopted by the board of Delawyk RMO on 6 July 2005.