



Yenaa Housing

Equal opportunities Policy 2025



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Policy Checklist	
Date of Implementation	Feb 25
Date of Last Review	
Date of Next Review	Feb 27

Yenaa Housing Equal Opportunities Policy

1. Purpose and scope

1.1 Purpose

Yenaa Housing is committed to promoting equality, diversity and inclusion for all staff, contractors, volunteers and residents. This policy sets out Yenaa Housing's commitment to fair treatment and equal opportunity in all aspects of its work as a managing agent providing supported exempt accommodation in Birmingham.

1.2 Scope

This policy applies to:

- All Directors, the Operations Lead, employees, agency workers, volunteers and contractors engaged by Yenaa Housing (collectively "staff").
- All prospective and current residents, guests and visitors living in or accessing Yenaa Housing's supported exempt accommodation ("residents").
- Recruitment, selection, terms and conditions of employment, training, promotion, allocation of accommodation, service delivery, disciplinary matters, complaints and termination.

2. Legal and regulatory framework

2.1 Relevant legislation and guidance

Yenaa Housing will meet its obligations under applicable English law and regulation, including (but not limited to):

- The Equality Act 2010 (protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation).
- Human Rights Act 1998 (insofar as it applies to public functions and the rights of individuals interacting with providers of accommodation and support).
- The Care Act 2014 (where relevant to the wellbeing of residents with care and support needs).
- The Mental Capacity Act 2005 (where relevant to residents' decision-making and best interests).
- The Housing Act 1996 and Housing-related guidance relevant to supported accommodation and allocation.
- The Regulatory Frameworks and guidance for supported/exempt accommodation and any relevant local authority or commissioning standards.

- Data Protection Act 2018 and UK GDPR (in processing equality monitoring and sensitive personal data).
- This policy also follows relevant guidance from the Equality and Human Rights Commission and local authority commissioners.

3. Policy statements

3.1 Commitment to equal opportunity

Yenaa Housing will:

- Provide equal opportunities for staff and residents irrespective of protected characteristics listed in the Equality Act 2010.
- Treat people fairly, with dignity and respect.
- Not tolerate discrimination, harassment, bullying or victimisation.
- Take reasonable steps to remove barriers that prevent access to services or employment and make reasonable adjustments for disabled staff and residents.

3.2 Prohibited conduct

Yenaa Housing will not tolerate:

- Direct discrimination (treating someone less favourably because of a protected characteristic).
- Indirect discrimination (policies or practices that disadvantage people with a protected characteristic without objective justification).
- Harassment (unwanted conduct related to a protected characteristic which violates dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment).
- Victimisation (treating someone badly because they have made or supported a complaint about discrimination).
- Discrimination arising from disability (treating someone unfavourably because of something connected with their disability, without justification).
- Failure to make reasonable adjustments for disabled staff or residents.

4. Roles and responsibilities

4.1 Directors and Operations Lead

- Ensure the policy is implemented, regularly reviewed and kept up to date with legislative changes.
- Provide leadership and set the tone for an inclusive culture.
- Ensure adequate resources and oversight are in place for policy implementation, monitoring and training.

4.2 Managers, staff and contractors

- Ensure their own conduct is consistent with this policy.
 - Promote equal opportunities in recruitment, service delivery, resident allocation and daily interactions.
 - Report incidents or concerns relating to discrimination, harassment or victimisation to the Operations Lead.
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4.3 Residents

- Treat other residents, staff and visitors with respect in line with resident agreements and house rules.
- Report discrimination, harassment or concerns to staff promptly.

4.4 department arrangements

- The Operations Lead will act as the designated officer for equality matters, supported by the Directors as required. Where specialist HR advice is needed, Yenaa Housing will procure external HR or legal support.

5. Recruitment, selection and resident allocation

5.1 Recruitment and selection (staff)

- Recruitment will be based on objective criteria relevant to the job, and selection decisions will be made fairly and consistently.
- Job adverts, person specifications and interviews will avoid discriminatory language and criteria.
- Reasonable adjustments will be offered at interview and during employment for disabled applicants and staff.
- Decisions will be documented and retained in line with data protection obligations.

6. Reasonable adjustments and accessibility

6.1 Physical accessibility

- Where reasonably practicable, Yenaa Housing will make adjustments to premises, communal areas and accommodation to reduce barriers for disabled residents or staff.

6.2 Service delivery adjustments

- Adjustments may include, but are not limited to, tailored support plans, accessible communication formats (large print, easy read), assistive technology, flexible appointment times and referral to specialist support.

6.3 Assessment and documentation

- Requests for adjustments will be dealt with promptly. Decisions and actions will be recorded, including reasons where a requested adjustment cannot be made and any alternative offered.

7. Training, communication and monitoring

7.1 Training

- The Operations Lead will ensure staff receive training on equalities, diversity, safeguarding, mental capacity, and reasonable adjustments. Directors will participate in periodic briefings.
 - Training will be updated regularly and recorded.
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7.2 Communication

- This policy will be made available to all staff and residents. Residents will be informed of their rights on admission and via notice boards, tenancy or licence agreements, and resident handbooks.
- Job applicants will be informed of Yenaa Housing's commitment to equal opportunities.

7.3 Monitoring and data collection

- Yenaa Housing will collect anonymised equality monitoring data as permitted by law for recruitment, staff profile and resident demographics to identify and address inequalities.
- Personal data which is sensitive (special category) will be processed only with lawful basis and appropriate safeguards under UK GDPR and the Data Protection Act 2018.
- The Operations Lead will produce periodic reports for Directors on equality data, incidents, complaints and outcomes and will use this information to review policy and practice.

8. Complaints, incidents and enforcement

8.1 Reporting and investigation

- Staff and residents may report alleged discrimination, harassment or victimisation to the Operations Lead or a Director.
- Yenaa Housing commits to investigating complaints promptly, impartially and confidentially, following a documented procedure. Where appropriate, external independent investigation or legal advice will be sought.

8.2 Outcomes and remedies

- Where complaints are upheld, Yenaa Housing will take appropriate corrective action, which may include mediation, training, disciplinary action (for staff), adjustments to resident support plans, changes to allocation decisions, or referral to statutory agencies.
- Where criminal conduct or safeguarding concerns arise, Yenaa Housing will report to the police and/or local safeguarding authorities as required.

8.3 Protection from retaliation

- Yenaa Housing will protect those who raise genuine concerns in good faith. Any victimisation of complainants or witnesses will be treated seriously and may lead to disciplinary action.

9. Confidentiality and data protection

- Equality-related information will be handled in line with Data Protection Act 2018 and UK GDPR.
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- Sensitive personal data (special category data) will only be collected and processed where lawful basis exists and with appropriate security.
- Records of complaints, investigations and outcomes will be kept securely and only accessed by those with legitimate need.

11. Practical guidance for staff and residents

- Report any incidents or concerns promptly to the Operations Lead or a Director.
- Keep records of relevant incidents, dates, witnesses and any steps taken.
- Consider reasonable adjustments early in discussions with residents or job applicants.
- Seek advice from the Operations Lead when unsure; external HR or legal support will be obtained where necessary.

12. Definitions

- Disability: as defined in the Equality Act 2010 (a physical or mental impairment with substantial and long-term adverse effect on normal day-to-day activities).
- Direct discrimination, indirect discrimination, harassment and victimisation: as defined in the Equality Act 2010.
- Reasonable adjustment: changes to remove substantial disadvantage experienced by a disabled person.

Declaration

Yenaa Housing is committed to ensuring equality of opportunity in all aspects of its work. Discrimination, harassment and victimisation will not be tolerated. All staff and residents share responsibility for upholding this commitment.