

Equality Diversity and Inclusion

Policy Statement

Hightown provides good quality housing and services to people who cannot afford to purchase or rent housing at market rates. We provide supported housing and care to people with learning disabilities, people with mental health problems, young people, homeless adults and other vulnerable groups.

In developing and managing quality housing and support services to diverse cultural communities, we treat all our customers and employees fairly. We believe in openness and equality in our dealings with people and that every individual is entitled to be treated with dignity and respect.

It is Hightown's policy to promote an operational and working environment free from discrimination, harassment and victimisation. We will endeavour to protect residents, service users and staff from discrimination, harassment or victimisation by supporting victims and taking disciplinary or legal action following investigation against any perpetrators.

We welcome diversity and recognise the contributions of all individuals. We aim to ensure equality of opportunity by adopting an equitable approach and working to eliminate disadvantage and unfair discrimination against people by reason of their diversity characteristics,(age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation), or HIV status, caring responsibilities or through financial exclusion.

We recognise that customers' needs differ for a variety of reasons, including those outlined above, which can impact on their ability to access services or their ability to participate in the life of their community.

For this reason we believe it is important that equality considerations underpin the Association's policies and functions so that we can demonstrate our commitment to Equality Diversity and Inclusion.