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## 1. Policy Statement

- 1.1 Peabody is committed to promoting equal opportunities and valuing diversity. We aim to make sure that our customers receive culturally sensitive services which recognise issues of discrimination as well as celebrating their diversity.
- 1.2 We recognise that certain groups and individuals are more likely to be discriminated against. We are committed to eliminating all forms of unfair discrimination and promoting equality.
- 1.3 We believe that valuing diversity means appreciating differences in people and creating a culture that respects these differences. We will provide services to meet the needs to individuals and communities.
- 1.4 We employ staff who reflect the communities within which we work and will provide them with training and support to implement this policy.
- 1.5 This Single Equality Policy sets out how we will meet our statutory and regulatory equality and diversity obligations, as well as how we will raise awareness on diversity issues for staff and customers.
- 1.6 We will comprehensively review our policy every 5 years.

## 2. Legal and regulatory Information

### The Equality Act

- 2.1 As an employer and as a landlord, Peabody has a moral and legal obligation to eliminate discrimination and harassment and to promote tolerance, fairness and diversity.

- 2.2 In October 2010 the Government published the Equality Act. This act has reduced nine major pieces of diversity legislation and hundreds of other pieces of information around equality and diversity into one Equality Bill.
- 2.3 The Equality Act sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. These characteristics are:
- age;
  - disability;
  - gender reassignment;
  - marriage and civil partnership;
  - pregnancy and maternity;
  - race;
  - religion and belief;
  - sex; and
  - sexual orientation.
- 2.4 The Act places a general and specific duty on public bodies and organisations carrying out functions of a public nature, for example, charities and housing associations. Under the Equality Act, these bodies are not legally allowed to discriminate, harass or victimise another person because they have any of the protected characteristics.
- 2.5 There is also protection against discrimination where someone is perceived to have one of the protected characteristics or where they are associated with someone who has a protected characteristic.

### **Tenant Services Authority National Standards – Tenant Involvement and Empowerment**

- 2.6 The Tenant Services Authority National Standard for Tenant Involvement and Empowerment states that a registered Provider must:
- demonstrate that they understand the different needs of their residents in relation to the equality and diversity.

## **3. Using the Single Equality Policy**

- 3.1 The Single Equality Policy includes three main parts. These are:
- the policy statement, which sets out our overall position on equality and diversity;
  - the policy framework, which sets out our aims and how we will deliver our statutory duties for the 9 protected characteristics; and
  - the policy implementation and review, which sets out our responsibilities for how the policy will be monitored and reviewed.
- 3.2 The Single Equality Policy is supported by the Single Equality Action Plan and Equality Impact Assessment Policies. Our Single Equality Action Plan sets out the activities that Peabody need to undertake on an annual basis to achieve our equality and diversity objectives.

### **Policy Framework – Aspects of the Business**

#### **Service Delivery**

- 3.3 Peabody aims to provide high quality services that address the different needs of customers. Peabody will make sure that all our services are free from discrimination and easy to access. We will do this by:
- Making sure that we assess the impact of any policy or service changes from a diversity point of view;
  - providing more support for residents where it is needed, for example, we have a Tenant Support Team that supports vulnerable tenants to maintain their tenancy;
  - providing our front line staff with training and support so that they can offer tenants a variety of communication methods, for example, translations or interpreters;
  - publishing our services to all customers in a fair and accessible way;
  - giving service providers the right information the needs of residents, for example, telling our repairs contractors about a customers disability before they visit them; and

- providing effective services for disabled people, for example, having an Aids and Adaptations Policy that supports disabled people to apply for aids or adaptations.

### **Lettings and Access to Housing**

- 3.4 Peabody recognises that certain groups are under-represented in housing. We will make sure that our staff understand the housing needs of different groups of people and provide access to housing which is suitable to their needs. We will do this by:
- setting fair targets for lettings and monitor all lettings to Black and Minority Ethnic households and disabled residents are in proportion with local housing needs.
  - meeting the Commission for Equality and Human Rights Code of Practice for Housing.
  - monitoring the use of our choice-based lettings service to make sure that it offers fair access to lettings.
  - working in partnership with other agencies and local authorities to make sure we accurately assess the housing needs and aspirations of local communities; and
  - making sure our low cost home ownership meets the aspirations of Black and Minority Ethnic, disabled and other minority groups.

### **Access to Information and Advice**

- 3.5 We want to make sure that our services and buildings are accessible to everyone. Our aim is to be able to be able to serve the whole community but we know that if different groups are not able to access information, services or buildings, they will be disadvantaged.
- 3.6 Our aim is that there are no barriers to different groups accessing information and advice about our services. To do this, we will:
- have a profile of our residents to understand their communication needs;
  - make information available in a wide range of formats;
  - make all our buildings accessible where reasonably practical;
  - make sure that our communications meet best practice, for example, Plain English and the Royal National Institute for the Blind (RNIB); and
  - make sure that information and advice is sensitive, for example, information for victims of domestic violence will be available in a range of different ways to allow the victim to access the information confidentially.

### **Customer Involvement**

- 3.7 We believe that customer involvement is a way of empowering customers and ensuring that our services remain customer focussed. We believe that by involving residents from different groups the outcome will be services that are designed and delivered around the needs of customers. However we recognise that there are barriers that prevent some groups from being more involved.
- 3.8 We will make sure that all groups of people are able to get involved with Peabody in a way that suits them. It is important that we receive views, comments and involvement from underrepresented groups. We will do this by:
- making sure that our Customer Involvement Strategy uses methods to encourage customers with a range of needs to get involved;
  - making information about customer involvement available to all of our customers;
  - monitoring customer involvement and where there is under representation, addressing any under-representation; and
  - making sure meetings are in accessible places, at suitable times and that information is available in a range of formats meetings.

### **Customer Satisfaction and Complaints**

- 3.9 We aim to provide an excellent service to all of our customers. Understanding our customers' experience of the services they receive is central to this. As well as involving residents in reviewing services, we also welcome the feedback we receive from customers.

- 3.10 Our aim is to provide a service that can respond quickly to customer feedback. We aim to identify and understand differences in customer satisfaction between groups so that we are providing an excellent service for all. We will do this by:
- carrying out regular customer satisfaction surveys and using this information to inform our business plan and service development;
  - monitor satisfaction on the 9 protected characteristics – age, disability, gender, race, religion sexual orientation; marriage and civil partnership, gender reassignment and pregnancy and maternity; and
  - develop a range of methods to measure satisfaction that take account of the needs of different groups.

### **Dealing with Harassment and Domestic Violence**

- 3.11 Our aim is to be an organisation where customers and staff can live and work without fear, prejudice or intimidation. We will do this by:
- developing projects which tackle, and address, hate crimes;
  - providing staff and customers with access to free confidential advice and counselling;
  - making sure there is zero tolerance towards harassment in the workplace;
  - working towards eliminating harassment in our communities and develop a victim-centred approach;
  - regularly reviewing our policy on harassment, hate crimes and domestic violence;
  - responding promptly and effectively to incidents of hate crimes and domestic violence;
  - monitoring our performance in dealing with harassment, hate crimes and domestic violence and using this information to improve our services;
  - making sure staff are clear on their responsibilities in relation to hate crimes and domestic violence; and
  - taking prompt and effective action against perpetrators.

### **Procurement and Supplier Diversity**

- 3.12 Peabody sometimes uses contractors, consultants and other suppliers. We have a responsibility to make sure that we give out this work fairly and that our partners promote equality. To make sure we do this we will:
- make sure that our contractors comply with our Single Equality Policy;
  - make sure that contractors who provide services in people's homes are aware, of and are sensitive to, different diverse needs;
  - regularly review our selection of contractors and ensure our tendering process is fair, open and transparent;
  - make sure our contractors are from different diverse groups and have equal access to our business;
  - work with local authorities and other agencies to develop good practice in equal opportunities for Black and Minority Ethnic, and other minority, contractors; and
  - support local businesses and have a positive impact on local communities.

### **Governance**

- 3.13 Our Board of Governors is responsible for making sure that all diversity targets are met. We believe that the reputation of Peabody is improved by having a representative Board and committees. We will do this by:
- making sure the Board and committees has the appropriate skills and knowledge to make sure that Peabody's commitments to equality and diversity are implemented effectively;
  - having open and accountable recruitment for Governors and committee members;
  - monitoring the diverse make up of the Board and committees; and
  - removing any barriers that prevent underrepresented groups applying to Peabody.

### **Staff and Employment**

- 3.14 Peabody is committed to making full use of the talents and resources of all employees and to provide an environment which will encourage good working relationships. To achieve this, Human Resources will:

- publish policies and procedures which make sure that individuals receive treatment which is fair and consistent with their skills and abilities;
- recognise and comply with legal obligations under any relevant legislation;
- keep selection criteria and procedures under review to maintain systems where individuals are selected, promoted, and treated solely on the basis of their abilities which are appropriate for the job;
- encourage all members of staff to take advantage of suitable opportunities for training and development;
- make sure that all employees doing jobs of equal value will be treated equally with regard to pay;
- make sure that any employee can raise grievances with the Human Resources department through a Grievance Procedure;
- investigate all incidents of harassment and take appropriate action against any person who has been found to be involved in harassment;
- aim to make all Peabody office buildings suitable for use by disabled people;
- train staff to understand the 9 protected characteristics; and
- explore areas where Peabody may take the initiative, as permitted by law, in 'positive action'.

### **Development and Regeneration**

- 3.15 Through our development and regeneration work we aim to create opportunities for people in London where people have a good home, a real sense of purpose and a strong feeling of belonging. We will do this by:
- providing a range of community development activities that promote diversity and eliminate discrimination, including removing barriers to training and employment opportunities;
  - supporting the development of mixed tenure communities; and
  - working with local authorities and other partners to promote community cohesion and eliminate discrimination.

### **Policy Framework – The 9 Protected Characteristics**

3.16 The Single Equality Policy now includes new areas of diversity, as set out in Equality Act.

3.17 These protected characteristics are:

#### **Race**

- 3.18 Peabody recognises that by employing staff who reflect the racial and cultural diversity of our communities at all levels of the organisation, this will assist in the delivery of our services.
- 3.19 We also recognise that discrimination on ground of race still exists. Peabody aims to eliminate unlawful discrimination, promote equality and good relations between people of different racial groups. We will do this by:
- complying with, and adopting the good practice examples of the former Commission for Equality and Human Rights (CEHR) Code of Practice on Racial Equality in Housing;
  - taking a positive approach to removing racial prejudice by raising awareness and challenging racial stereotypes. We will regularly review our policies covering racial harassment and hate crimes and other forms of discrimination to make sure that they are effective and fairly implemented;
  - achieving equality in representation in governance and customer involvement structures and at all levels within Peabody;
  - monitoring, by ethnicity, customer satisfaction with key service areas such as pay, recruitment and training opportunities;
  - working in partnership with organisations such as RaceActionNet and others to promote race equality; and
  - involving customers and staff in producing an annual action plan to achieve our aims in race equality.

**Disability**

- 3.20 Peabody uses the social model of disability which aims to remove the barriers which disabled people face in participating fully and to promote positive attitudes towards disabled people. We will follow the requirements of the Disability Equality Duty and will:
- eliminate unlawful discrimination;
  - eliminate harassment of disabled people that is related to their disability;
  - promote equal opportunities between disabled people and others;
  - promote positive attitudes towards disabled people; and
  - encourage participation by disabled people in public life.
- 3.21 We will also:
- train our staff, and contractors, to understand and respond appropriately to the variety of impairments in order to deliver effective services;
  - make sure that all services are accessible to people with a disability;
  - maintain a register of our adapted properties and promote the best possible use of resources; and
  - promote positive attitudes and equality of opportunity for disabled people.

**Reasonable Adjustments**

- 3.22 The Commission for Equality and Human Rights Code of Practice on Promoting Disability Equality states that organisations have a duty to make reasonable adjustments. Service providers must also take positive steps to ensure that disabled people can access services. This goes beyond simply avoiding treating disabled people less favourably for a disability-related reason.
- 3.23 The Code of Practice states that organisations must provide reasonable adjustments by providing access to services as close as it is reasonably possible to get to the standard normally offered to the public at large.
- 3.24 Peabody retains the discretion to make further reasonable adjustments to any policies, procedures or services in the event that a disabled resident makes a request to them for a reasonable adjustment. When considering a request for a reasonable adjustment, Peabody will consider:
- the effect of the disability on the individual disabled person;
  - the effectiveness of any proposed steps;
  - the extent to which it is practicable to take the steps; and
  - the financial and other costs of making the adjustment.
- 3.25 Any decision that Peabody makes, on an individual case by case basis, is not binding in future cases.

**Gender, Including Transgender Status**

- 3.23 We aim to make sure that our residents are able to access all our services regardless of gender. We aim to make sure that our staff are fully represented at all levels of the organisation and are rewarded equally for their contribution. We will meet the requirements of the gender equality duty and will aim to:
- remove unlawful sex discrimination, including unlawful discrimination and harassment on the basis of gender reassignment;
  - eliminate unlawful harassment; and
  - promote equal opportunities between all genders.
- 3.24 We will also:
- monitor, by gender, customer satisfaction with key service areas and business areas such as pay, recruitment and training opportunities;
  - remove barriers and set objectives for achieving equal opportunities in representation in the governance structures, customer involvement structures and at all levels within Peabody.
  - regularly review our policy on domestic violence to make sure that Peabody meets the needs of victims of domestic violence whether resident or staff member, regardless of gender.

### Sexual Orientation

- 3.26 The Employment Equality (Sexual Orientation) Regulations (2003), gave all gay, lesbian and bi-sexual employees rights against discrimination. The Sexual Orientation Regulations (2007) extend these rights to goods and services. This means that Peabody has a legal duty to ensure that people of all sexualities are not discriminated when they work for us or use our services.
- 3.27 Peabody also recognises the effects of homophobia, which is discrimination on the grounds of homosexuality, transphobia, which is discrimination on the grounds of transexuality, and negative stereotyping in society. We will:
- make sure our employment practices do not discriminate on the grounds of sexual orientation;
  - review our policies and procedures to ensure that they recognise same sex relationships;
  - review our Domestic Violence and Hate Crimes Policies to ensure a quick and full response to allegations of harassment;
  - remove barriers and set objectives for achieving equality in representation in governance and customer involvement structures and at all levels within Peabody; and
  - promote equal opportunities for Lesbian, Gay, Bisexual, Gay and Transgender (LGBT) customers and staff.

### Age

- 3.28 The Employment Equality (Age) Regulations 2006 make discrimination unlawful on the grounds of a person's age. Peabody recognises that customers and staff can face stereotyping, harassment and discrimination on grounds of age.
- 3.29 Peabody also recognises that people's average life expectancy is now getting older and aim to make sure that our services and employment opportunities take account of this. We will:
- tackle age discrimination and take steps to address any discrimination in day to day work;
  - promote the benefits of a mixed age workforce and work towards becoming an Age Positive Employer; and
  - monitor, by age, customer satisfaction with key service areas such as pay, recruitment and training.

### Religion and Belief

- 3.30 Peabody recognises individual people's right to freedom of belief and aims to protect people from being intolerant. We recognise that Peabody has a role to play to address incidents of religious intolerance in our communities. We aim to treat people fairly and to promote good relations between people of different beliefs and faiths. We will:
- develop employment practices which recognise and respect religion and beliefs;
  - tackle unlawful discrimination and hate crimes by making sure that our policies are effective and implemented; and
  - work in partnership with community leaders and groups to promote community cohesion and religious tolerance.

### Gender Reassignment

- 3.31 Gender reassignment is the process of transitioning from one gender to another. Peabody recognises that some people may have been born, or have developed a feeling that they are the opposite sex to the physical body that they have.
- 3.32 Gender reassignment can be a physical change or a personal non-physical choice.
- 3.33 Peabody aims to make sure that our services and employment opportunities take account of this. We will:
- Tackle any discrimination related to gender reassignment and take steps to address any discrimination in day to day work;
  - Provide facilities for both staff and residents that are sensitive to gender reassignment; and
  - promote the benefits of a mixed workforce.

- monitor, by age, customer satisfaction with key service areas such as pay, recruitment and training.

### **Marriage and Civil Partnership**

- 3.34 Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'.
- 3.35 Peabody recognises that Civil partners must be treated the same as married couples on a wide range of legal matters. We do this through our policies, for example, joint tenancies, relationship breakdown and Lettings. We will also do this through our tenancy agreement.

### **Pregnancy and Maternity**

- 3.36 Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context.
- 3.37 To make sure that Peabody meets all its legal and regulatory requirements, we have a range for family friendly policies. For example:
- maternity;
  - paternity;
  - flexi-leave;
  - adoption; and
  - compassionate leave.
- 3.38 Peabody also makes sure it takes account of pregnancy by taking account of unborn children in applications for housing and transfers after 26 weeks of pregnancy.
- 3.39 Peabody also makes sure that it provides facilities for mothers who are breastfeeding and promotes to staff and residents that mothers are entitled to breastfeed in public.

## **4. Implementing the Single Equality Policy**

- 4.1 Peabody's Board of Governors, with the support of the Executive Team, is responsible for making sure that all the statutory and regulatory measures of the Single Equality Policy are met. All staff will receive guidance and training to make sure they are fully aware of their responsibilities and have the necessary skills and knowledge to meet Peabody's commitments.

### **Responsibilities for Equalities and Diversity**

#### **The Board of Governors**

- 4.2 Peabody's Board of Governors has responsibility for making sure that the Single Equality Policy covers all areas of our work. They will receive a yearly diversity report to help with this objective.

#### **The Executive Committee**

- 4.3 Peabody's Executive Committee, which is made up of Executive Directors and has overall responsibility for making sure that Peabody's Single Equality Policy is maintained. Directors are responsible for making sure that this policy is implemented in their business area and that action planning and implementation takes place.

#### **Employees**

- 4.4 Every member of staff has a responsibility to read and understand the Single Equality Policy and to take responsibility for their own behaviour.

### **The Diversity Working Group**

- 4.5 The staff Diversity Working Group meets at least 4 times a year and is made up of a cross section of staff. The group is responsible for championing and monitoring the Single Equality Policy and Action Plan and promoting equality and diversity across Peabody.

### **The Diversity Forum**

- 4.6 The role of the resident Diversity Forum is to provide feedback on all policies and procedures that affect customers, from an equality and diversity perspective, before they are sent for approval by the Board of Governors.
- 4.7 The resident Diversity Forum reviews our Equality Impact Assessments when they are completed and is able to suggest changes as a result of customer experience. Membership of the Diversity Forum is open to any Peabody customer.

### **The Head of Policy and Insight**

- 4.8 The Head of Policy and Insight is responsible for writing, reviewing and publishing the Single Equality Policy and Action Plan.
- 4.9 The Head of Policy and Insight is also responsible for raising awareness on equality and diversity at Peabody, supported by a small budget to providing advice and support to Managers.
- 4.10 The Head of Policy and Insight will produce the annual consolidated report on the Single Equality Policy and Action Plan and will make sure that Equality Impact Assessments are carried out effectively across the organisation.

## **5. Monitoring and Evaluation of the Single Equality Policy**

### **Single Equality Action Plan**

- 5.1 To support the Single Equality Policy is the Single Equality Action Plan. The Action Plan will:
- set out the results of a needs analysis of Peabody's equality agenda and the actions in place to address those gaps;
  - set specific, measurable, achievable, realistic and time-bound (SMART) objectives and targets which, where possible, are benchmarked against other positive examples, for example, feedback from Audit Commission inspections;
  - tell our customers about our progress in on the Single Equality Policy and Action Plan;
  - be developed in consultation with customers and staff; and
  - cover all aspects of the business and the 9 protected characteristics.

### **Single Equality Performance Indicators**

- 5.2 As part of the Single Equality Policy, equality performance indicators which are reported to the Executive Team have also been developed. The equality performance indicators will identify performance issues or targets not being met and the actions needed to address them.
- 5.3 These performance indicators will also be reported in the Residents Annual Report.

### **Annual Consolidated Report**

- 5.4 An annual consolidated report will also be produced. This report will highlight performance successes and challenges of the previous year and form the basis of the following year's Single Equality Action Plan.

### **Effectiveness of the Single Equality Policy**

- 5.5 The effectiveness of the Single Equality Policy will be briefly addressed each year as part of the Annual Report and by the staff working group. Minor changes or amendments will be included as part of the Annual Action Plan.

## **6. Equality Impact Assessments**

- 6.1 Changes to policies, strategies and services may have an impact on certain groups of people. Peabody will assess the equality impact of this by carrying out Equality Impact Assessments (EQIAs). An Equality Impact Assessment measures the potential equality impact of changes to Peabody policies, processes and services on customers and staff.
- 6.2 EQIAs will make sure that our policies, procedures and services reflect the needs of the entire Peabody community. By carrying out EQIAs, Peabody can make sure that the services that are provided meet the requirements of anti-discrimination and equalities legislation.
- 6.3 The EQIAs demonstrate that the staff member making the changes to the policy, process or service has taken account of what impact the changes will have from a diversity point of view and will set out what actions have been taken, as a result.
- 6.4 EQIAs offer an opportunity for Peabody staff to think carefully about the impact of their work and take action that will promote equality. It can result in:
- increased participation with customers and more transparency in policy and service decision making;
  - an increase in the speed of service improvements by making sure that the impact of all policies and strategies are carefully considered; and
  - a more positive approach to the promoting equality and diversity.
- 6.5 There is a separate Equality Impact Assessment Policy, Process and Form.

## **7. Communication and Awareness**

- 7.1 Peabody is committed to making sure that the relevant training and information is provided so that all staff and Governors can meet their equality responsibilities. We will achieve this by:
- publishing the Single Equality Policy on the staff intranet and external website. Printed copies will be made available in any format on request and a summary of the policy will be available in all reception areas;
  - publishing equality performance indicators and our progress against these to customers;
  - including a summary of the Single Equality Policy in the new starter induction packs;
  - training new and existing staff on the Single Equality Policy and EQIAs on the mandatory Corporate Policies training course;
  - promoting the Single Equality Policy on the mandatory diversity training for all staff and for residents of recognised resident groups, for example, the Resident Liaison Committee;
  - regularly updating our progress against the Single Equality Action Plan;
  - including a summary of the Single Equality Policy in the Residents' and Homeowners Handbooks;
  - promoting awareness by publishing regular awareness raising equality and diversity information for staff and residents; and
  - having open conversation around equality issues so that staff and residents are not afraid to talk about and challenge equality issues.

## 8. Relevant Legislation and Guidance

### Legislation

- 8.1 The main relevant laws that make discrimination unlawful in the UK are:
- Sex Discrimination Act 1975;
  - Race Relations Act 1976;
  - Disability Discrimination Act 1995;
  - Employment Equality (Sexual Orientation) Regulations 2003;
  - Employment Equality (Religion or Belief) Regulations 2003;
  - Employment Equality (Gender) Regulations 2005
  - Employment Equality (Age) Regulations 2006; and
  - Equality Act 2010.

### Unlawful Acts

#### Direct Discrimination

- 8.2 It is unlawful to discriminate directly against a person on one of the prohibited grounds by treating them less favourably than others in exactly the same situation.

#### Indirect Discrimination

- 8.3 In all cases, other than disability, indirect discrimination happens where a neutral provision or practice is applied equally, but the provision disadvantages people on one of the prohibited grounds.
- 8.4 Indirect discrimination can be justified by showing that the provision was a proportionate means of achieving an aim. To be proportionate, the provision must:
- actually contribute to the achievement of a legitimate aim;
  - be in proportion to the aim and there is no other possible way of doing it; and
  - the benefits to the business must far outweigh any discriminatory effect on the individual.
- 8.5 To be legitimate the aim must be a real business need.
- 8.6 In disability cases, where a provision is applied that places the disabled person at a disadvantage, the employer or service provider has a duty to take reasonable steps to prevent the provision disadvantaging the disabled person.
- 8.7 If a duty applies and the employer or service provider fails to comply, this is discrimination unless it can be shown that it was not reasonable to comply with the statutory duty to make a reasonable adjustment.

#### Associated Discrimination

- 8.8 Under the equality Act, there is also now protection against discrimination where someone is perceived to have one of the protected characteristics or where they are associated with someone who has a protected characteristic.

#### Victimisation

- 8.9 Victimisation occurs where an individual is treated less favourably because they have made a discrimination complaint internally or to a service provider directly, made a discrimination claim to a tribunal or court or acted as a witness in relation to a complaint of discrimination.

#### Harassment

- 8.10 Harassment occurs where a person is subjected to unwanted conduct on one of the prohibited grounds which has the purpose, intentionally, or effect, unintentionally, of violating that person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

### Instructions or Pressure to Discriminate

- 8.11 It is unlawful to give instructions to a person to commit an unlawful act of discrimination or put pressure on a person to discriminate. It is also unlawful for a person to aid another person to commit an unlawful act.
- 8.12 The information in this policy around discrimination is for guidance only. Employment law changes constantly and specialist legal advice must be taken on any legal issues that may arise before any formal course of action.

## 9. Models of Disability

### The Medical Model of Disability

- 10.1 The medical model of disability views disabled people not joining in society and is seen as a direct result of having an impairment and not as the result of features of our society which can be changed. Society focuses on 'compensating' people with impairments for what is 'wrong' with their bodies.
- 10.2 This is done through 'special' welfare benefits and providing segregated 'special' services. It shapes the way disabled people think about themselves.
- 10.3 This can make disabled people less likely to challenge their exclusion from mainstream society.

### The Social Model of Disability

- 10.4 The Social Model of Disability is adopted by Peabody. This model makes the important difference between 'impairment' and 'disability'.
- 10.5 The Social Model has been worked out by disabled people themselves. In reality most of the problems disabled people face are caused by the way society is organised.
- 10.5 Impairments or bodies are not the problem in the social model. Social barriers are the main cause of our problems. These barriers include people's attitudes to disability, and physical and organisational barriers.
- 10.6 Here are some examples of how society could allow disabled people to participate equally:

Medical model problem	Social model solution
Painful hands, unable to open jars, doors	Better designed lids, automatic doors
Difficulty in standing for long periods	More seats in public places
"Housebound" or "Confined to a wheelchair"	Badly designed buildings – need ramps and lifts in all buildings, also accessible transport/parking spaces
Other people won't give you a job because they think you couldn't do it	Educate people to look at disabled people's knowledge and skills rather than looking for problems
Can't hear or see	Recognition and use of sign language and Braille/raised letters.