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1. Policy Statement

- 1.1 Peabody is committed to promoting equal opportunities and valuing diversity. We aim to ensure 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. This may be on the grounds of race, gender, including transgender, disability, age, sexual orientation, religious beliefs, language or other personal attributes. 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 will employ staff who reflect the communities within which we work and will provide them with training and support to implement this policy.
- 1.5 We will comprehensively review our policy every three years.

2. Introduction to the Single Equality Duty

- 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. In 2008, the Government announced the Single Equality Bill that has reduced nine major pieces of diversity legislation into one Single Equality Bill.
- 2.2 The Housing Corporation, who passed their regulatory powers to the Tenant Services Authority (TSA) from 1 December 2008, published a Single Equality Scheme in September 2008.

- 2.3 This policy covers the six strands of diversity, as set out in the Housing Corporation's Good Practice Note 8, and pulls together into a single document the duties and obligations set out in the Commission for Equality and Human Rights (CEHR) Code of Practice in Housing, Gender Equality Scheme and Disability Equality Scheme.
- 2.4 The Housing Corporation set out in Good Practice Note 8 the requirements that providers of social housing should:
- meet the Code of Practice in Housing;
 - eliminate unlawful discrimination;
 - promote equality of opportunity; and
 - promote good relations between people of different racial groups.
- 2.5 Providers of social housing should also have in place a Disability Equality Scheme to:
- eliminate illegal discrimination;
 - eliminate harassments of disabled people that is related to their disability;
 - promote equality between disabled people and others;
 - take account of disabled peoples disabilities, even where that involves treating them more favourably than others;
 - promote positive attitudes towards disabled people; and
 - encourage participation by disabled people in public life.
- 2.6 Providers of social housing should have in place a Gender Equality Scheme that:
- eliminates unlawful sex discrimination;
 - eliminates unlawful harassment, including due to gender reassignment; and
 - promotes equal opportunity between men and women.
- 2.7 Peabody recognises the benefits that a positive approach to equality and diversity can have. This includes;
- Governors and staff that reflect the customers and the communities we work with;
 - understanding diversity to plan future services and make sure that our current services are still relevant;
 - an organisation that is committed to equality and diversity will build a positive image to customers;
 - good performance on equality will help Peabody to win new business and make sure our contractors also have a positive approach to diversity;
 - an effective approach will help to improve staff recruitment and retention;
 - by being seen as a promoter of equality and diversity, Peabody will attract applicants from a more diverse background and increase the pool of staff to choose from; and
 - an inclusive approach will help retain staff and result in a more motivated workforce who feels free from prejudice, fear and harassment.

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 six strands of diversity; 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 Assessments. The Action Plan sets out the activities that Peabody need to undertake to achieve our 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 six strands of diversity – age, disability, gender, race, religion and sexual orientation; 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 to 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 six strands of diversity; 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 Six Strands of Diversity

- 3.16 The Single Equality Policy now includes new areas of diversity, as set out in the Housing Corporation's Good Practice Note 8 Equality and Diversity (which is now regulated by the Tenant Services Authority). The Government have also simplified many pieces of diversity legislation into the Single Equality Bill.
- 3.17 This Single Equality Policy consolidates the commitments previously set out in our Race Equality Scheme, Disability Equality Scheme and Gender Equality Scheme. This policy also sets out how Peabody intends to meet statutory duties for sexual orientation, age and faith.

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;
 - take account of disabled people's disabilities, even when that involves treating them more favourably than 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
 - Take part in schemes such as the 'two ticks' employment scheme to 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 recognise 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 persons age. Peabody recognises that customers and staff can face stereotyping, harassment and discrimination on grounds of age.

3.29 Peabody also recognises that peoples 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.

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 Team

- 4.3 Peabody's Executive Team, which is made up of Directors and Assistant Directors, have 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 Core Group

- 4.5 The staff Diversity Core 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.

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 a diversity perspective, before they are sent for approval by the Board of Governors. Membership of the Diversity Core Group is open to any staff member.
- 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 Assistant Director of Policy and Inclusion

- 4.8 The Assistant Director of Policy and Inclusion is responsible for writing, reviewing and publishing the Single Equality Policy and Action Plan.
- 4.9 The Assistant Director of Policy and Inclusion 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 Assistant Director of Policy and Inclusion will produce the annual 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 six strands of diversity.

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 Review.

Annual Report to Governors

- 5.4 An annual Single Equality Report will also be produced for the Board of Governors. 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 to Governors. 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 (Age) Regulations 2006;
 - Equality Act 2006; and
 - Equality Act (Sexual Orientation) Regulations 2007.

Gender Discrimination

- 8.2 Gender discrimination is unlawful on the grounds:
- of a person's sex, for example, male or female or gender reassignment. Gender reassignment status means that a person intends to undergo gender reassignment, is undergoing gender reassignment or has completed a gender reassignment;
 - that a person is married or is a civil partner;
 - of a person's gender reassignment status; and
 - of pregnancy or maternity leave.

Race Discrimination

- 8.3 Discrimination is unlawful on the grounds of race, which means any of the following grounds:
- race, for example, Jewish, Arab, Sikh;
 - colour, for example, black, white, yellow skin tint;
 - nationality, for example, a citizen of the UK, Germany, France, Australia;
 - ethnic origin, for example, Romany Gypsy; and
 - national origin, for example, English, Scottish, Irish, Welsh; a Greek Cypriot is Cypriot by nationality but Greek by national origin; a Vietnamese citizen who becomes a UK citizen is Vietnamese by national origin.

Disability Discrimination

- 8.4 Disability legislation makes discrimination related to a person who is disabled, or for a reason which relates to a disabled person's disability or related to caring for a disabled person, unlawful.
- 8.5 A person is disabled if they have a physical or mental impairment which has a substantial and long-term effect on their ability to carry out normal day-to-day activities.
- 8.6 Long-term means effects which have lasted for at least 12 months, or are likely to last for 12 months or more. Day-to-day activities' are normal activities carried out by most people on a regular basis, and the impairment must result in an adverse effect on one or more of the following:
- mobility;
 - manual dexterity;
 - physical co-ordination;
 - continence;
 - the ability to lift, carry or move everyday objects;
 - speech, hearing, or eyesight;
 - memory or ability to concentrate, learn or understand; and
 - perception of the risk of physical danger.

Sexual Orientation

- 8.7 Discrimination is unlawful on the grounds of a sexual orientation towards:
- persons of the same sex – homosexuality;
 - persons of the same sex and of the opposite sex – bisexuality; and
 - persons of the opposite sex – heterosexuals.

Religion or Belief

- 8.8 The Employment Equality (Religion or Belief) Regulations 2003 make discrimination unlawful on the grounds of:
- religion,
 - any religious or philosophical beliefs; and
 - a lack of religion or belief.

Age

- 8.9 The Employment Equality (Age) Regulations 2006 make discrimination unlawful on grounds of:
- a person's age, which includes apparent age where direct discrimination is concerned; and
 - a person's age group, where indirect discrimination is involved.

Unlawful Acts**Direct Discrimination**

- 8.10 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

- 8.11 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.
- 8.12 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.

- 8.13 To be legitimate the aim must be a real business need.
- 8.14 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.
- 8.15 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.

Victimisation

- 8.16 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

- 8.17 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

- 8.18 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.
- 8.19 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. Key Publications

- 9.1 Here is a selection of the large number of equality and diversity publications available for further information on the issues covered in the Single Equality Policy. These documents were published by the Housing Corporation and have passed to the Tenant Services Authority (TSA). For more information, visit the Housing Corporation website or contact the TSA.
- Regulatory Code and Guidance (August 2005).
 - Single Equality Scheme (Sept 2008).
 - Gender Equality Scheme and Action Plan (July 2007).
 - Disability Equality Scheme and Action Plan (2006-09).
 - Race Equality Scheme (2005).
 - People First: Delivering Change through Involvement (May 2007).
 - Investing in Independence: Housing for Vulnerable People Strategy (August 2007).
 - Housing for Older People (2002).
 - How We Regulate 4: Our Overall Approach (2005).

10. 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.

Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনক্লুশন সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
 - ই-মেইল করুন translate@peabody.org.uk
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ya da
 - İnternet üzerinden e-posta gönderin: translate@peabody.org.uk
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية، فيمكنك أن:

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- Ecrire à Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

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