

PEOPLE FIRST HOUSING ASSOCIATION

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People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.



EQUALITY & DIVERSITY POLICY

People First will actively strive to combat prejudice and discrimination on grounds including gender; race; physical disability; mental health; drug or alcohol addiction; physical appearance; age; sexual orientation; gender reassignment; religion or belief (or lack of either); marital or partnership status; being pregnant or taking maternity/paternity leave.

People First will not tolerate discrimination, whether direct or indirect. Direct discrimination applies where an individual is treated less favourably due to one of the grounds above. Indirect discrimination applies where an apparently neutral practice puts a person or group of people at a disadvantage when compared with others.



SERVICE STANDARDS

- Our frontline services will be culturally sensitive, open and accessible to all.
- Our Board of Management and committees will be representative of the communities with whom we work.
- All job applicants and employees will be treated fairly and equally
- We aim to provide housing for those who are disadvantaged and have limited access to housing; newly developed housing will meet the needs of the entire community.
- We will promote the full and active involvement and participation of all groups in the communities with whom we work.
- Our contractors, consultants and partners are expected to comply with our equality and diversity policy too.

FIVE STRATEGIC APPROACHES

UNDERSTANDING OUR CUSTOMERS: We aim to understand the people, communities, partners and contractors with whom we work. We will do this through profiling and equality mapping at a national and local level.

TAKING POSITIVE ACTION: We will show an organisational commitment to tackling inequality, promoting and publicising the action we take. We will support other agencies who champion the disadvantaged. We will not tolerate harassment and victimisation.

COUNT ME IN: We are committed to giving a voice to people who are vulnerable or at greater risk of disadvantage and inequality, identifying their potential and supporting them to achieve levels of choice, autonomy and improved outcomes that other citizens enjoy.

FAIR ACCESS: We aim to personalise and adapt our frontline services to ensure fair access and meet the needs of people with different backgrounds.

CLUED-UP DELIVERY: We aim to have a workforce that can understand and tackle inequality through its composition, skills, understanding and commitment. Our workforce is deemed to include our Board, employees, contractors and other partners who deliver services on our behalf.