

1. What is the purpose of this policy?

This policy supports bpha to meet its legal obligations under equality, housing and human rights legislation and meets or exceeds regulatory expectations for bpha as a social housing provider.

bpha is committed to creating safe, inclusive and equitable communities where every individual, including customers, colleagues, contractors, partners and volunteers, can live, work and thrive.

This policy sets out bpha's approach to:

- Addressing discrimination, harassment, victimisation, hate incidents and microaggressions
- Advancing equity of opportunity across all services and employment practices
- Fostering good relations between individuals and communities
- Ensuring services are accessible, culturally competent, trauma-informed and person-centred
- Creating workplaces where colleagues feel safe, valued, respected and a sense of belonging
- Embedding inclusive practice operationally and strategically.

2. Who is the policy for?

This policy applies to:

- All customers/residents, including housing applicants and household members
- All employees, including permanent, fixed-term, temporary and agency staff
- Job role candidates
- Board members and involved customers
- Volunteers and community representatives
- Contractors, consultants, suppliers and partner organisations.

Everyone connected with bpha is responsible for upholding this policy and always ensuring inclusive behaviour.

3. What are the main principles of this policy?

This policy confirms bpha's approach to:

Equity, equality and human rights

We will:

- Promote equity, acknowledge different needs and provide tailored support to achieve fair outcomes
- Provide equal access to services, support and opportunities
- Protect and uphold fundamental human rights.

Inclusive services and communities

We will:

- Design and deliver services that are fair, free from unlawful discrimination and accessible to all
- Provide essential information in clear and accessible formats, including reasonable adjustments
- Address barriers created by disability, language, digital exclusion, socio-economic disadvantage and trauma
- Respond promptly, sensitively and effectively to reports of ASB, hate crime, harassment and discrimination in unison with the Hate Crime and ASB policies

Inclusive workplaces

We will:

- Ensure transparent, fair and inclusive recruitment, promotion and development

- Reduce bias in decision-making and provide EEDI training
- Support flexible working, wellbeing, mental health and workplace adjustments
- Value lived experience and encourage allyship and inclusive leadership.

Positive action

- Where evidence shows underrepresentation or disadvantage, bpha may use lawful, proportionate positive action to improve representation, engagement and outcomes.

Zero tolerance

bpha will not tolerate:

- Discrimination, harassment or bullying
- Hate incidents or hate crime
- Threatening, abusive or degrading behaviour
- Victimisation
- Microaggressions
- Discriminatory language.

Consequences may include disciplinary action, tenancy enforcement, contract termination or referral to external authorities.

4. What does this policy cover?

How will bpha ensure equality, equity, diversity and inclusion in customer services?

We will:

- Deliver services that are respectful, accessible and culturally competent
- Provide reasonable adjustments and tailored support
- Ensure inclusive practice across:
 - Allocations and lettings
 - Tenancy sustainment and neighbourhood management
 - Repairs and maintenance
 - ASB and hate crime responses
 - Complaints and case handling
 - Customer and community engagement activities
 - Safeguarding and tenancy sustainment
 - Neighbourhood and building safety
 - Marketing and sales
- Ensure that no individual is disadvantaged due to a protected characteristic or socio-economic barrier.

How will bpha ensure inclusion in employment?

We will:

- Ensure inclusive and fair recruitment, development and progression
- Provide mandatory EDI training
- Support colleagues through reasonable adjustments and wellbeing initiatives
- Ensure fair treatment in pay, performance and disciplinary routes
- Create a culture where all employees feel safe to raise concerns.

What are bpha's responsibilities when working with contractors and partners?

All contractors, suppliers and partners must:

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- Comply with this policy and relevant equality legislation
- Treat customers and colleagues with dignity and respect
- Cooperate with monitoring, investigation and review processes.

Roles and Responsibilities

Board

Provides strategic leadership and oversight for EEDI at bpha, championing inclusive behaviours, and embedding inclusion in governance and decision-making while holding the Executive Leadership Team accountable for delivery and outcomes.

Chief Executive

Provides organisational leadership and ensures sufficient resources.

Director of Communications and External Affairs

ELT lead overseeing EDI deliver

Executive Leadership Team

Integrates EEDI into strategy, planning, culture and operational practice and delivery.

Managers

Role model inclusive behaviour, ensure equitable decisions, support colleagues and address non-compliance.

EDI Strategy Group

Provides insight and action in embedding EEDI strategic priorities, culture, and operational practice

EDI Lead

Provides specialist expertise, leads delivery of EEDI strategic priorities and monitors performance.

All Colleagues

Act respectfully, challenge discrimination, complete required training and uphold this policy.

Customers, Contractors and Partners

Treat others with dignity and respect and comply with this policy.

5. How can further support, advice and assistance be obtained?

We will:

- Offer support through our Customer Reasonable Adjustment Policy and Vulnerability Policy
- Customers can also contact us on 0330 100 0272 or make a request for support through the customer portal at www.bpha.org.uk/my-account/
- Seek to understand individuals' needs proactively
- Provide accessible communication formats, including Easy Read, audio, large print and translations
- Offer tailored support for customers with disabilities, communication barriers, trauma, domestic abuse or safeguarding needs
- Offer subject matter lead support via the EDI lead to colleagues, for internal and customer related EDI queries.

Customers can request reasonable adjustments through:

- Housing Officers or Customer Services
- bpha website and customer portal.

Colleagues can request reasonable adjustments through:

- People Team
- EDI Lead.

6. How will this policy be communicated to customers?

We will:

- Publish this policy on our website and intranet (the Hive)
- Communicate the policy through customer communications, induction, training, procurement and contract onboarding
- Ensure customers and colleagues know how to raise concerns or request support.

7. What legislative and regulatory requirements is bpha required to consider?

This policy is supported by, and aligned to, the following:

Legislation

- Equality Act 2010 (including Public Sector Equality Duty for housing functions)
- Human Rights Act 1998
- Social Housing (Regulation) Act 2023
- Building Safety Act 2022
- Modern Slavery Act 2015.

Regulatory standards

- Regulator of Social Housing - Consumer Standards
- Housing Ombudsman Complaint Handling Code
- Tenant Satisfaction Measures (TSMs).

This policy supports the delivery of bpha's EDI priorities through our People Strategic Plan and Customer Strategy.

8. How will this policy be monitored and reviewed?

We will monitor performance through a range of performance indicators including:

- Workforce diversity, inclusion and belonging through measures such as GPTW, listening sessions, focus groups, the Inclusion Network, and colleague lifecycle touchpoints including exit data
- Customer service access such as requests for reasonable adjustments and outcomes
- Complaints and discrimination reports
- Hate incidents and ASB trends
- Representation in governance
- Customer satisfaction across demographic groups. This will be done at regular intervals through the year, as through EDI, Customer Engagement & Influence Team and Insights team
- Emerging issues and trends will be reviewed by the EDI Strategy Group and presented to the Executive Leadership team and the Board as required

- This policy will be reviewed every three years, or sooner if changes to/required by law or regulation.

Policy Number	Approved by	Date Approved	Policy Owner
HR026	Board	May 2026	EDI Partner