

equality & diversity



Equality & Diversity

Introduction

Three Rivers is committed to ensuring and promoting equality of opportunity for all. This applies to the way we provide housing services, employ staff, develop properties, appoint contractors and consultants, empower tenants and provide support to our tenants and our Board of Management.

As well as meeting the legal/statutory requirements set out in the disability, race relations and sex discrimination acts, Three Rivers will meet the Housing Corporation's Regulatory Code. Three Rivers will also review policies and procedures in the light of good practice issued by the Housing Corporation, Chartered Institute of Housing and the Commission for Racial Equality.

The following Policy Statement summarises Three Rivers' Equality and Diversity Policy:

“To promote equality of opportunity and eliminate disadvantage for all our employees, customers and communities, irrespective of race, religion, gender, sexual orientation, disability or age.”

Customer Involvement

Three Rivers aims to ensure that the services we provide are open to everyone and meet the needs of our customers.

Three Rivers operates a fair and open lettings policy. This means that we will offer homes to people based on their housing need. Priority will be given to those applicants who are judged to be in the greatest housing need using a grading system.

As we live in a diverse society, we would expect our estates and schemes to reflect this. We monitor all those who apply for housing and if it is found that certain groups are not applying for housing with us, we will actively develop links and partnerships in those communities.

We ensure that access to our services is available to everyone. This includes how we provide information. The information we provide on our services are available on audio tape, large print or alternative languages. Customers who are non-English speakers can access an interpreter service to translate information. Our head office and satellite offices have hearing loops for those customers who are hard of hearing.

All of our head office and satellite offices have level access entrances.

Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

Three Rivers are continually looking into ways which will encourage tenants to get involved in the management of their homes and estates whilst also having an opportunity to influence policies, procedures and working practices. Therefore, we will offer a number of flexible ways in which tenants and/or the groups they represent can get involved at different levels of tenant participation and consultation, which is inclusive in the way they operate and represent.

Development

Three Rivers works closely with other agencies such as Social Services to build new purpose built or adapt existing properties for new and existing tenants with physical disabilities, mental health problems or learning difficulties.

Employment and Training

Three Rivers is committed to being an equal opportunities employer. Three Rivers' staff are selected on the basis of their merits and abilities. We will ensure that job applicants are treated equally regardless of their ethnic origin, gender, religion, marital status, sexual orientation, age or disability.

We aim to have a workforce that reflects all sections of the community. Therefore, Three Rivers will monitor the composition of the workforce and encourage groups that are under-represented to apply for posts within the organisation.

All staff, Board Members and tenant activists receive training in Equality and Diversity issues.

Monitoring

To assess the success of our Equality and Diversity policy, monitoring systems have been put in place. Three Rivers gathers background information from all existing staff and all applicants applying for accommodation and employment to enable us to do this effectively. This information is held in confidence.

The information gathered will enable Three Rivers to:

- Assess the effectiveness of the Equality and Diversity policy against targets or performance target figures.
- Make the best use of resources.
- Identify and remove practices or working procedures which could breach the law or do not adhere to the Housing Corporations Regulatory Code.
- Identify areas of concern and take remedial or positive action where necessary.

Hiring of Contractors

Contractors and agents working on behalf of Three Rivers are expected to demonstrate their commitment to equal opportunities.

Harassment

Three Rivers believes that everyone has the right to live safely and peacefully in his or her home. We want to make sure that none of our tenants, employees or contractors are responsible for or are victims of hate crime, nuisance or harassment, including racial harassment.

All forms of nuisance or harassment will be dealt with promptly, firmly and sensitively.

No action will be taken without consulting the person being harassed.

Where possible, Three Rivers will take every reasonable step to identify those responsible for causing nuisance or harassment, and we will take appropriate action against anyone found guilty of causing nuisance and harassment.

Complaints

If you feel that you have been treated unfairly or have been discriminated against, you can go through our complaints procedure by contacting the Customer Services team on **0191 384 1122** or email us on **customer.services@threerivershousing.co.uk** or **threerivershousing.co.uk**



We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى، أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا آپ کو ایک انٹریپرٹیر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

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24 hours a day, 7 days a week and 365 days a year

0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



Awarded for excellence



INVESTOR IN PEOPLE



POSITIVE ABOUT
DISABLED PEOPLE



business for neighbourhoods