

Bristol Community Land Trust
Equality and Diversity
Policy & Procedure
Date first adopted: June 2025

Review dates:

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
September 2028			

Policy Statement

Bristol CLT is committed to ensuring that everyone has the right to be treated equally and everyone has the right to make use of the services offered by our organisation. This policy confirms our commitment to responding positively to social diversity in the delivery of our services, as a landlord, an employer and as a partner and confirms our commitment to tackling inequality, discrimination and disadvantage.

This policy will be available on our website and will form part of the induction process for staff and Directors.

Objectives

The objective of this policy is to ensure that:

- **We recognise:**
 - that we have the power to reduce the disadvantage that people experience by ensuring our services are responsive and accessible to all.
 - that our ability to meet diverse needs is improved by having a diverse workforce that reflects the community we serve.
 - that our staff team has the skills and understanding to achieve our equality and diversity objectives.
- **We will:**
 - incorporate equality and diversity into our service provision.
 - ensure equality and diversity shapes our organisational culture.
 - build partnerships that positively affect the experiences of those who may otherwise have been disadvantaged.
 - ensure our workforce has access to learning and development opportunities which support their knowledge and skills of equality and diversity.
 - Ensure you are supported by a representative or advocate in interactions about landlord services if you wish to do so.

Delivery of Equality and Diversity

We believe that equality and diversity can be integrated through achievement of the following commitments:

- **Strong leadership.** To achieve this our governing body will endorse a strategic commitment to equality and diversity.

- **Business planning.** We will ensure equality and diversity informs our business planning processes, our investment decisions, and how we design effective and value for money services. To achieve this, we will undertake equality analysis, which is transparent, monitored, reported and acted upon.
- **Organisational culture.** A clear and transparent commitment to equality and diversity will communicate our zero-tolerance approach to discriminatory attitudes and practices.
- **Staff training.** Staff and Board members at all levels will attend regular equality and diversity training to enable them to have the right knowledge and skills to understand the diversity of others and are able to use this knowledge to shape and improve the services we deliver.
- **Understand who are customers are.** Ensure we regularly collect and review equality and diversity data to gain insight into who is and who is not accessing our services and use this knowledge to improve our accessing to housing requirements
- **Involve our customers.** Actively encourage and respect all contributions from a diverse range of customers. Encouraging participation in the monitoring and review of our services.
- **Understand and support the communities we work across.** Build relationships with local diverse and representative groups within the neighbourhoods we work. Building strong local partnerships to enable us to work with partners to advance equality of opportunity and foster good relationships within neighbourhoods.

Equality and Diversity

When we're making decisions, the [Equality Act 2010](#) gives us a duty to take into account the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different parts of the community

The Equality Act protects people against discrimination on the grounds of protected characteristics, of which there are nine:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Responsibility

Bristol CLT recognises that to truly be Inclusive by Instinct, everyone must be engaged and accountable for this ambition.

- **All our leaders and teams will behave inclusively by instinct**
 - We will be holding our leaders to account for inclusion
 - Empower leaders by embedding D&I objectives into all our areas of work
 - Build line manager confidence in inclusion

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- Build managers' awareness of D&I issues and provide development opportunities to grow our capability in inclusive leadership.
- Ensure positive engagement in learning opportunities to support development of knowledge and skills around equality and diversity
- **We will achieve a positive shift in our workplace culture**
 - Promote the positive behaviours we expect of everyone which includes being intolerant of any discrimination, bullying and harassment.
 - Understand why, in some cases, we do not all feel comfortable disclosing diversity data to identify areas of cultural issues which we can combat.
 - Review policies to ensure that we respect, reflect and can respond appropriately to our diverse needs.
 - Identify and inhibit discrimination through awareness campaigns.
 - Improving our methods of measuring inclusion
- **We will monitor and report against our equality and diversity objectives**
 - Develop, monitor and report on an Equality and Diversity Action Plan
 - Support Inspiring Housing to comply to an agreed and recognised external equality standard
 - Ensure that effective equality and diversity learning interventions are in place for colleagues

Continuous Improvement

Bristol CLT strives to be a learning organisation and will further develop quality improvement procedures; we would appreciate feedback from those we work with of their experience of Bristol CLT and may use this to improve the way we work in the future.

Service standards and performance measures

The expected outcomes which will demonstrate the achievement of our aims are:

- Adoption of, and accreditation to, a recognised equality standard
- High levels of customer satisfaction
- Increase understanding and knowledge of staff and Directors
- Partnerships established that achieve positive outcomes within neighbourhoods

SARI provides free and confidential support to anyone who is targeted by hate for their race, faith, disability, sexual orientation, transgender identity, age, gender, or sex. <https://saricharity.org.uk>

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.