Equality, Diversity and Inclusion Policy

Havenstone Homes Ltd · Version 1.0 · Effective October 2026

Approved by	The Directors, Havenstone Homes Ltd
Effective from	October 2026
Next review	October 2027, or sooner if the law or our services change
Contact	info@havenstonehomes.co.uk

1. Our commitment

Havenstone Homes Ltd is committed to treating everyone fairly and with respect – residents, applicants, partners, contractors and anyone who works with us. We will not discriminate, and we will take positive steps to make our homes and services accessible.

2. The law

This policy follows the Equality Act 2010, which protects people from discrimination because of these protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race, including colour, nationality and ethnic or national origin
- Religion or belief
- Sex
- Sexual orientation

The Act also protects people from discrimination because they are associated with someone who has a protected characteristic, and protects anyone who complains about discrimination or supports someone else’s complaint.

3. What we will not tolerate

- Direct discrimination – treating someone less favourably because of a protected characteristic
- Indirect discrimination – a rule or practice that puts people with a protected characteristic at a disadvantage without good reason
- Discrimination arising from disability, and failure to make reasonable adjustments
- Harassment – unwanted conduct that violates someone’s dignity or creates a hostile environment
- Victimisation – treating someone badly because they have complained about discrimination

4. In our homes and services

- We decide on lettings and placements fairly, based on need, suitability and the information provided by referring councils and support partners.
- We make reasonable adjustments – for example adaptations to a home, accessible communication, or extra time to respond.
- We provide information in other formats or languages on request.
- We take reports of harassment or hate incidents seriously and act on them, working with support partners and the police where needed.

5. Working with partners and contractors

We expect our partners, suppliers and contractors to share these standards and to treat residents with dignity and respect.

6. Responsibilities

The directors are responsible for this policy. Everyone working for or on behalf of Havenstone is expected to follow it.

7. Raising a concern

If you feel you have been treated unfairly, please tell us at info@havenstonehomes.co.uk. We will handle it under our Complaints Policy.

8. Review

This policy is reviewed every year.