

Equality, Diversity & Inclusion Charter



At Castles & Coasts Housing Association (CCHA) we are committed to ensuring equality of opportunity for all residents and staff. We expect all staff and stakeholders to comply with the standards set out below and in line with CCHA's corporate values that guide our conduct. By signing up to this charter, you are making a commitment to deliver a fair and accessible service to all our residents.

I agree:

Accountability



- To be accountable for my actions and not to discriminate. I acknowledge that CCHA has a zero-tolerance approach to discriminatory attitudes or practice from staff, partners, contractors, suppliers, residents and from individuals in the communities in which we work.
- To report or challenge any inappropriate behaviour or activity.
- It is my responsibility to help prevent abuse of children and adults at risk, by acting promptly to report any suspicions of abuse.

Respect



- To treat others and residents the way I wish to be treated, putting myself in the shoes of others- acting with respect, openness, honesty, transparency, and empathy at all times.
- To collaborate effectively for the benefit of residents and others working in partnership.
- To treat customer information with confidentiality in line with GDPR legislation.

Honesty and Fairness



- I will apply the same rules, standards and criteria in similar situations, making judgements free from discrimination or dishonesty.
- To treat everyone fairly and with dignity at all times.

Quality



- I will strive to provide the best, fair, safe and accessible services to our existing and future residents.
- I will listen to others and our residents and use feedback to continually learn and improve.
- I will provide a high-quality service, taking into consideration each residents individual needs and I will be courteous to them at all times.

Name: _____

Signed: _____ **Date:** _____