

EQUALITY OPPORTUNITIES POLICY

Supported Exempt Accommodation Services

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Quality Standards

Solace Housing is committed to creating and maintaining an inclusive, fair, and respectful environment where every individual is valued and treated with dignity, regardless of their background, identity, or personal circumstances. Equality, diversity, and inclusion are fundamental to delivering high-quality supported accommodation and underpin the way we recruit, develop, support, and work with our employees, residents, volunteers, contractors, and partner organisations. We recognise that many of the individuals we support have experienced discrimination, exclusion, trauma, or disadvantage, and we are committed to ensuring our services actively promote equality of opportunity and remove barriers to participation and independence.

The organisation is committed to embedding equal opportunities throughout every aspect of service delivery, governance, and employment practices. We will challenge discrimination, promote inclusion, celebrate diversity, and foster a culture where differences are respected and individual rights are protected. Through effective leadership, continuous learning, and robust governance, Solace Housing will ensure equality is not simply a legal requirement but a core organisational value that shapes our decision-making and supports positive outcomes for everyone who accesses or delivers our services.

The following quality standards underpin this policy:

Equality of Opportunity – We will ensure that all individuals have fair and equal access to employment, training, accommodation, support services, and opportunities for personal development, free from unlawful discrimination or disadvantage.

Person-Centred and Inclusive Services – We will deliver services that recognise, respect, and respond to each individual's unique identity, lived experience, culture, faith, language, disability, gender, sexual orientation, and personal circumstances, ensuring support is tailored to individual needs.

Dignity, Respect and Human Rights – We will promote a culture where every person is treated with dignity, compassion, fairness, and respect, upholding their rights and promoting independence, choice, and wellbeing throughout their journey with Solace Housing.

Prevention of Discrimination and Harassment – We operate a zero-tolerance approach to discrimination, harassment, bullying, victimisation, and hate-related behaviour. All concerns will be taken seriously, investigated appropriately, and addressed promptly in accordance with organisational policies and relevant legislation.

Accessible Services and Reasonable Adjustments – We will identify and remove barriers that may prevent individuals from accessing our services or participating fully in organisational activities. Reasonable adjustments will be made wherever practicable to support equal access and meaningful participation.

Safe Recruitment and Fair Employment Practices – We will ensure that recruitment, selection, promotion, training, supervision, and performance management processes are fair, transparent, and based solely on merit, competence, and organisational need, while promoting equality and diversity throughout employment.

Resident Participation and Inclusion – We will actively encourage residents to participate in decisions affecting their accommodation, support, and the development of our services. Engagement activities will be inclusive, accessible, and reflective of the diverse needs of the communities we support.

Safeguarding and Equality – We recognise the close relationship between equality, safeguarding, and wellbeing. We will ensure that discrimination or unequal treatment does not increase an individual's vulnerability to abuse, neglect, exploitation, or exclusion, and appropriate safeguarding action will be taken where concerns arise.

Learning, Accountability and Continuous Improvement – We will monitor equality outcomes through audits, resident and employee feedback, complaints, workforce data, quality assurance activities, and governance reporting. Lessons learned will inform organisational learning, policy development, staff training, and service improvements to ensure equality remains embedded throughout Solace Housing.

Leadership and Governance – Senior leaders and managers will champion equality, diversity, and inclusion across the organisation, ensuring compliance with legislation, commissioner expectations, and recognised best practice while promoting a positive organisational culture where everyone feels valued, respected, and able to thrive.

Key Principles

Solace Housing is committed to fostering an organisational culture where equality, diversity, and inclusion are fundamental to every aspect of employment, governance, and supported accommodation service delivery. We believe that every individual has the right to be treated with dignity, fairness, compassion, and respect, regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or any other protected characteristic. Equality is embedded within our values and guides the way we make decisions, develop services, and interact with residents, employees, volunteers, contractors, and partner organisations.

The organisation recognises that many residents accessing supported accommodation have experienced discrimination, homelessness, trauma, social exclusion, poverty, or other forms of disadvantage. We are committed to delivering person-centred, strengths-based, and trauma-informed services that recognise each individual's unique experiences, identity, culture, aspirations, and support needs. Staff will actively work to remove

barriers to participation, promote independence, and create opportunities for residents to achieve positive and sustainable outcomes.

We are committed to ensuring that all employment practices, including recruitment, selection, induction, training, supervision, promotion, performance management, and career development, are conducted fairly, transparently, and solely on the basis of merit, competence, and organisational need. Every employee will have equal access to opportunities for learning, professional development, and progression, free from unlawful discrimination, harassment, victimisation, or bias.

Solace Housing will promote inclusive and accessible services that enable residents to participate fully in decisions affecting their accommodation, support, and wellbeing. Reasonable adjustments will be considered and implemented wherever practicable to ensure that disability, communication needs, language barriers, cultural differences, or other individual circumstances do not prevent people from accessing services or participating meaningfully in organisational life.

The organisation operates a zero-tolerance approach towards discrimination, harassment, bullying, victimisation, hate incidents, and any behaviour that undermines equality or inclusion. All concerns raised by residents, employees, or third parties will be taken seriously, investigated promptly, and managed fairly, consistently, and confidentially in accordance with organisational policies and relevant legislation. Individuals who raise genuine concerns in good faith will be protected from victimisation or detrimental treatment.

Solace Housing recognises that equality, diversity, safeguarding, and human rights are closely interconnected. Where discrimination, exclusion, or unequal treatment places an individual at increased risk of abuse, neglect, exploitation, self-neglect, or harm, staff will respond promptly in accordance with the organisation's Safeguarding Policy and appropriate reporting procedures. The organisation will work proactively to ensure that everyone can access services safely, confidently, and without fear of prejudice or discrimination.

We are committed to creating an inclusive workplace and residential environment that values diversity and celebrates the contribution of individuals from different backgrounds, cultures, beliefs, and lived experiences. Residents and employees will be encouraged to treat one another with courtesy, professionalism, and mutual respect, helping to create communities where everyone feels welcome, safe, and valued.

Equality and diversity will be promoted through effective leadership, robust governance, continuous staff development, and regular quality assurance activities. Monitoring information, resident feedback, workforce data, complaints, audits, and service reviews will be used to identify trends, address inequalities, and continually improve organisational practice. Lessons learned will inform policy development, staff training, and service improvements, ensuring Solace Housing continues to provide equitable, inclusive, and high-quality supported accommodation that meets legislative requirements, commissioner expectations, and recognised best practice.

Policy Statement

Solace Housing is committed to promoting equality, diversity, inclusion, and human rights throughout every aspect of its organisation. We believe that every individual has the right to be treated with dignity, fairness, compassion, and respect, regardless of their background, identity, personal circumstances, or any protected characteristic. Equality of opportunity is fundamental to our values and underpins the way we recruit, employ, support, develop, and work alongside our residents, employees, volunteers, contractors, and partner organisations.

The organisation is committed to creating an inclusive environment where discrimination, harassment, bullying, victimisation, and hate-related behaviour are not tolerated under any circumstances. We will take all reasonable steps to prevent unlawful discrimination and ensure that all decisions relating to employment, accommodation, support provision, service delivery, procurement, and organisational governance are fair, transparent, objective, and based upon legitimate business or support needs.

Solace Housing recognises that many individuals accessing supported accommodation have experienced homelessness, trauma, social exclusion, inequality, discrimination, abuse, or multiple disadvantages. We are committed to delivering person-centred, strengths-based, and trauma-informed services that acknowledge each person's lived experience while promoting independence, choice, recovery, and positive outcomes. Support will always be delivered in a manner that respects individual identity, culture, faith, beliefs, language, disability, gender, sexual orientation, and personal preferences.

The organisation will actively promote equality of opportunity by removing barriers that may prevent individuals from accessing employment, accommodation, support services, training, or participation in organisational activities. Reasonable adjustments will be considered and implemented wherever practicable to ensure that employees, residents, applicants, and visitors are able to participate fully and equitably within our services.

Solace Housing is committed to embedding equality, diversity, and inclusion throughout its governance framework, policies, procedures, operational practices, and organisational culture. Equality considerations will form part of decision-making, risk management, quality assurance, safeguarding, workforce development, and service planning to ensure that our services remain accessible, responsive, and reflective of the diverse communities we serve.

The organisation recognises the close relationship between equality, safeguarding, wellbeing, and human rights. Where discrimination, exclusion, prejudice, or unequal treatment places an individual at increased risk of abuse, neglect, exploitation, self-neglect, or significant harm, appropriate safeguarding action will be taken in accordance with organisational procedures and statutory guidance. Protecting vulnerable individuals from inequality and discrimination forms an integral part of our safeguarding responsibilities.

We are committed to maintaining a culture of openness, accountability, and continuous improvement. Information obtained through resident engagement, employee feedback, complaints, compliments, equality monitoring, audits, workforce data, and quality assurance activities will be used to identify trends, address inequalities, improve accessibility, and strengthen organisational learning. Lessons learned will inform policy development, staff training, service improvements, and strategic planning.

Through effective leadership, robust governance, and a commitment to continuous improvement, Solace Housing will regularly review the effectiveness of its equality, diversity, and inclusion arrangements to ensure ongoing compliance with legislative requirements, regulatory standards, commissioner expectations, and recognised best practice. This policy demonstrates our commitment to creating an organisation where every individual feels safe, valued, respected, included, and empowered to achieve positive outcomes, free from discrimination or disadvantage.

Legislative Framework

This policy has been developed to ensure that Solace Housing promotes equality, diversity, inclusion, and human rights in accordance with current legislation, regulatory expectations, and recognised best practice within the supported accommodation sector. The organisation is committed to eliminating unlawful discrimination, promoting equality of opportunity, fostering inclusive services, and ensuring that all individuals are treated fairly, respectfully, and with dignity throughout employment and service delivery.

This policy should be read and implemented in accordance with, but is not limited to, the following legislation and guidance:

- **Equality Act 2010** – provides the legal framework for protecting individuals from discrimination, harassment, and victimisation on the basis of protected characteristics, and places duties on organisations to promote equality and make reasonable adjustments where appropriate.
- **Human Rights Act 1998** – protects the rights and freedoms of individuals, including the rights to dignity, privacy, freedom of thought, religion, expression, family life, and protection from discrimination.
- **Supported Housing (Regulatory Oversight) Act 2023** – promotes high-quality, safe, person-centred supported accommodation through effective governance, resident involvement, equality, and continuous service improvement.
- **Care Act 2014** – promotes individual wellbeing, prevention, dignity, choice, independence, and person-centred approaches to care and support, including safeguarding responsibilities for adults with care and support needs.
- **Housing Act 1996** – establishes the legal framework for housing services and supports fair and equitable access to accommodation and housing-related support.
- **Homelessness Reduction Act 2017** – encourages person-centred, needs-led approaches to preventing and relieving homelessness while ensuring services are accessible and equitable for all individuals.

- **Mental Capacity Act 2005** – provides the legal framework for supporting individuals who may lack capacity to make specific decisions, ensuring their rights, wishes, and best interests are respected.
- **Mental Health Act 1983 (as amended 2007)** – provides safeguards for individuals experiencing mental ill health and supports equitable access to services and appropriate interventions.
- **Employment Rights Act 1996** – establishes statutory employment rights and supports fair treatment within recruitment, employment, and workplace practices.
- **Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR)** – govern the lawful collection, processing, storage, and sharing of personal information, ensuring equality monitoring information and sensitive personal data are managed securely and confidentially.
- **Modern Slavery Act 2015** – supports the identification and protection of individuals who may be vulnerable to exploitation, trafficking, forced labour, or modern slavery, ensuring services remain accessible and protective for those at risk.
- **Health and Safety at Work etc. Act 1974** – requires employers to provide safe working environments free from discrimination and to ensure the health, safety, and welfare of employees, residents, visitors, and contractors.
- **Equality and Human Rights Commission (EHRC) Statutory Codes of Practice and Guidance** – provides authoritative guidance on implementing equality legislation and promoting good practice within employment and service delivery.
- **Local Authority Commissioning Standards and Contractual Requirements** – ensuring equality, diversity, accessibility, and inclusion remain embedded within commissioned supported accommodation services and organisational governance.
- **Government Guidance on Supported Housing, Equality, Inclusion, and Best Practice** – promoting accessible, person-centred, trauma-informed services that remove barriers, improve outcomes, and support diverse communities.

Solace Housing will keep this policy under regular review to ensure continued compliance with legislative changes, regulatory requirements, commissioner expectations, and emerging best practice. The organisation is committed to continually strengthening equality, diversity, and inclusion across all areas of its operations to ensure every resident, employee, volunteer, contractor, and visitor is treated fairly, respectfully, and without discrimination, while promoting an inclusive culture where everyone has the opportunity to thrive.

Principles & Policies

To ensure equality, diversity, inclusion, and human rights are embedded throughout the organisation, Solace Housing will apply the following principles across all areas of employment, governance, and supported accommodation service delivery.

Equality of Opportunity

Solace Housing is committed to ensuring that all individuals are treated fairly, consistently, and without unlawful discrimination. Decisions relating to recruitment, employment, training, promotion, accommodation, support provision, and access to services will be based

solely on merit, assessed need, competence, and organisational requirements, ensuring equality of opportunity for everyone.

Person-Centred and Inclusive Service Delivery

The organisation will deliver services that recognise and respect each individual's unique identity, lived experience, culture, religion or belief, language, disability, gender, sexual orientation, and personal circumstances. Support will be tailored to individual needs using person-centred, strengths-based, and trauma-informed approaches that promote independence, wellbeing, dignity, and positive outcomes.

Dignity, Respect and Human Rights

Every individual has the right to be treated with dignity, compassion, courtesy, and respect. Solace Housing will promote an organisational culture where diversity is valued, individuality is celebrated, and human rights are upheld in all aspects of service delivery and employment. Behaviour that undermines these principles will not be tolerated.

Zero Tolerance of Discrimination, Harassment and Victimisation

Solace Housing operates a zero-tolerance approach to discrimination, harassment, bullying, victimisation, hate incidents, and any form of unlawful or inappropriate behaviour. All concerns will be taken seriously, investigated promptly, and managed fairly, consistently, and confidentially in accordance with organisational procedures. Appropriate action will be taken where breaches of this policy are identified.

Accessible Services and Reasonable Adjustments

The organisation will actively identify and remove barriers that may prevent individuals from accessing accommodation, employment, support services, training, or organisational activities. Reasonable adjustments will be considered and implemented wherever practicable to enable residents, employees, applicants, volunteers, and visitors to participate fully and equitably.

Fair Recruitment and Employment Practices

All recruitment, selection, induction, supervision, appraisal, promotion, training, disciplinary, grievance, and dismissal processes will be undertaken fairly, transparently, and consistently. Employment decisions will be free from unlawful discrimination and will promote equality, diversity, inclusion, and safer recruitment principles throughout the employee lifecycle.

Resident Participation and Inclusion

Residents will be encouraged and supported to participate in decisions affecting their accommodation, support, and wellbeing. Engagement opportunities will be accessible and inclusive, ensuring that communication methods, cultural needs, disabilities, language

barriers, and personal circumstances do not prevent meaningful participation in service delivery or organisational development.

Safeguarding, Equality and Wellbeing

Solace Housing recognises the close relationship between equality, safeguarding, and wellbeing. Where discrimination, exclusion, prejudice, or unequal treatment places an individual at increased risk of abuse, neglect, self-neglect, exploitation, domestic abuse, hate crime, or other forms of harm, staff will respond promptly in accordance with the organisation's Safeguarding Policy and relevant reporting procedures.

Cultural Awareness and Diversity

The organisation values the diversity of the communities it serves and is committed to creating an environment where cultural, religious, linguistic, and social differences are recognised and respected. Staff will deliver culturally sensitive support that promotes inclusion while respecting individual beliefs, customs, identities, and preferences wherever reasonably practicable.

Confidentiality and Information Governance

Information relating to equality, diversity, protected characteristics, and personal circumstances will be collected, processed, stored, and shared lawfully, fairly, and securely in accordance with the Data Protection Act 2018, UK GDPR, and Solace Housing's Information Governance and Confidentiality policies. Confidentiality will be maintained at all times unless there is a legal or safeguarding duty to share information.

Learning, Accountability and Continuous Improvement

Equality and diversity performance will be monitored through quality assurance activities, equality monitoring, resident and employee feedback, complaints, audits, workforce data, supervision, and governance reporting. Findings will be used to identify trends, reduce inequalities, strengthen organisational learning, improve accessibility, and inform policy development, staff training, and continuous service improvement.

Leadership and Organisational Responsibility

Senior leaders, managers, and employees share responsibility for promoting equality, diversity, and inclusion throughout Solace Housing. Leadership will demonstrate a clear commitment to inclusive practice through effective governance, appropriate resource allocation, workforce development, and regular review of organisational performance to ensure continued compliance with legislation, commissioner expectations, and recognised best practice.

Procedures

To ensure equality, diversity, inclusion, and human rights are embedded throughout every aspect of service delivery and employment, Solace Housing will implement the following procedures to promote fair treatment, remove barriers, prevent discrimination, and ensure all individuals receive equitable access to opportunities and services.

1. Equality in Recruitment and Employment

All recruitment, selection, and employment processes will be conducted fairly, consistently, and transparently in accordance with the Equality Act 2010 and the organisation's Recruitment and Safer Recruitment Policies.

The organisation will ensure:

- Job descriptions and person specifications are objective and non-discriminatory.
- Vacancies are advertised fairly and openly.
- Selection decisions are based solely on merit, qualifications, experience, and suitability for the role.
- Interview and selection processes remain free from bias or discrimination.
- Appropriate records are maintained throughout the recruitment process.
- Equal opportunities are promoted throughout employment, promotion, training, and career development.

2. Equality in Service Delivery

Solace Housing will ensure that all residents and prospective residents are treated fairly and without discrimination when accessing accommodation and support services.

Decisions relating to referrals, assessments, admissions, support planning, accommodation allocation, and move-on will be based upon:

- Individual need.
- Suitability of the service.
- Risk assessment.
- Availability of accommodation.
- Organisational capacity.

Protected characteristics will never influence decisions unless lawful positive action or reasonable adjustments are required.

3. Person-Centred and Inclusive Support

Support Workers will deliver services that recognise each resident as an individual.

Support planning will consider:

- Cultural identity.
- Religion or belief.
- Disability.
- Communication needs.
- Gender identity.
- Sexual orientation.
- Health conditions.
- Personal preferences.
- Previous trauma.
- Individual aspirations.

Support will be reviewed regularly to ensure it continues to meet the resident's changing needs.

4. Accessible Information and Communication

Information will be provided in formats that residents and employees can understand.

Where appropriate this may include:

- Easy Read documents.
- Large print.
- Translation services.
- Interpreter services.
- Visual aids.
- Digital formats.
- One-to-one explanation.
- Communication support.

Staff will ensure individuals understand information before important decisions are made.

5. Reasonable Adjustments

Where disability or other individual circumstances place someone at a disadvantage, Solace Housing will consider and implement reasonable adjustments wherever practicable.

Adjustments may include:

- Flexible communication methods.
- Adaptations to accommodation where appropriate.
- Assistive equipment.
- Flexible appointment arrangements.
- Additional support sessions.
- Adapted recruitment processes.
- Adjustments to working arrangements.
- Referral to specialist services.

All requests will be assessed individually and documented appropriately.

6. Preventing Discrimination, Harassment and Victimisation

The organisation operates a zero-tolerance approach to discrimination, bullying, harassment, victimisation, hate incidents, and inappropriate behaviour.

Where concerns arise, Solace Housing will:

- Respond promptly.
- Record the concern.
- Undertake a fair investigation.
- Protect individuals from victimisation.
- Take appropriate management action.
- Implement safeguarding measures where necessary.
- Monitor outcomes.

Serious incidents may result in disciplinary action, occupancy action, contract termination, or referral to external agencies.

7. Reporting Equality Concerns

Residents, employees, volunteers, contractors, and visitors will be encouraged to report concerns regarding discrimination or unfair treatment.

Concerns may be raised through:

- Line management.
- Support Workers.
- Complaints procedure.
- Grievance procedure.
- Whistleblowing procedure.
- Safeguarding reporting.
- External agencies where appropriate.

Reports will be treated confidentially wherever possible and investigated promptly.

8. Resident Participation and Inclusion

Residents will be encouraged to participate fully in decisions affecting their accommodation and support.

Engagement opportunities include:

- Support planning.
- Resident meetings.
- Surveys.

- Consultations.
- Complaints and compliments.
- Co-production activities.
- Service improvement initiatives.
- "You Said, We Did" feedback.

Participation methods will be adapted to meet individual communication and accessibility needs.

9. Staff Responsibilities and Professional Practice

All employees are expected to:

- Treat everyone fairly and respectfully.
- Promote equality and inclusion.
- Challenge discriminatory behaviour.
- Maintain professional boundaries.
- Respect confidentiality.
- Report concerns promptly.
- Complete mandatory equality training.
- Deliver culturally competent and inclusive support.

Managers will reinforce these expectations through supervision and performance management.

10. Equality Monitoring

The organisation will collect and monitor equality information where lawful and appropriate to:

- Identify barriers.
- Monitor access to services.
- Improve workforce diversity.
- Identify inequalities.
- Improve service delivery.
- Meet commissioner requirements.
- Support organisational planning.

Equality monitoring information will be processed in accordance with Data Protection legislation.

11. Safeguarding and Equality

Where discrimination, hate crime, abuse, neglect, exploitation, modern slavery, domestic abuse, self-neglect, or other safeguarding concerns are identified, staff will immediately follow Solace Housing's Safeguarding Policy.

Risk assessments and support plans will be reviewed to ensure residents receive appropriate protection and support.

Partnership working with safeguarding agencies, local authorities, healthcare professionals, and the Police will be undertaken where required.

12. Learning, Quality Assurance and Continuous Improvement

Equality and diversity arrangements will be monitored through:

- Equality monitoring data.
- Recruitment audits.
- Resident satisfaction surveys.
- Employee feedback.
- Complaints and compliments analysis.
- Case file audits.
- Supervision.
- Quality assurance audits.
- Governance reporting.
- Service improvement plans.

Findings will be reviewed regularly by senior management to identify trends, improve accessibility, strengthen inclusive practice, reduce inequalities, and ensure Solace Housing continues to provide fair, person-centred, and high-quality supported accommodation that reflects legislative requirements, commissioner expectations, and recognised best practice.

Training and Development

Solace Housing recognises that promoting equality, diversity, inclusion, and human rights requires a knowledgeable, confident, and competent workforce. The organisation is committed to ensuring that all employees, agency workers, volunteers, and anyone acting on behalf of Solace Housing have the skills, knowledge, and understanding necessary to deliver fair, inclusive, and person-centred services while upholding the rights and dignity of every individual.

All staff will receive appropriate induction and mandatory training before undertaking duties that involve contact with residents, colleagues, or members of the public. Training will equip staff to recognise and challenge discrimination, unconscious bias, harassment, victimisation, and inequality while promoting inclusive practice throughout employment and supported accommodation service delivery.

Mandatory refresher training will be completed at regular intervals and whenever there are significant changes to legislation, regulatory guidance, commissioner expectations, organisational policies, or recognised best practice. Managers will ensure staff remain competent through regular supervision, reflective practice, professional development, and ongoing learning opportunities.

Training may include, but is not limited to:

- Equality, Diversity and Inclusion
- Equality Act 2010 and Protected Characteristics
- Human Rights and Person-Centred Practice
- Cultural Awareness and Cultural Competence
- Trauma-Informed Practice
- Unconscious Bias Awareness
- Inclusive Communication and Accessible Information
- Reasonable Adjustments and Disability Awareness
- Safeguarding Adults
- Mental Capacity Act 2005
- Mental Health Awareness
- Preventing Harassment, Bullying and Victimisation
- Hate Crime Awareness
- Professional Boundaries and Ethical Practice
- Information Governance and Data Protection
- Complaints Handling and Conflict Resolution
- Resident Engagement and Co-Production

Managers and senior leaders will receive additional training in equality legislation, inclusive leadership, workforce equality, governance, organisational culture, safer recruitment, performance management, and quality assurance to ensure effective oversight of equality, diversity, and inclusion throughout the organisation.

The effectiveness of training will be monitored through supervision, competency assessments, staff appraisals, equality monitoring, quality assurance audits, resident feedback, case file reviews, complaints analysis, and performance management processes. Where learning needs are identified, additional coaching, mentoring, or refresher training will be provided to promote continuous professional development and improve organisational practice.

A **Training Matrix** will be maintained to record mandatory and specialist training, completion dates, renewal requirements, and staff compliance. Training records will be reviewed regularly to ensure staff remain competent, confident, and equipped to deliver inclusive, respectful, and person-centred services while promoting equality of opportunity and continuous improvement across Solace Housing.

Monitoring & Review

Solace Housing is committed to ensuring that equality, diversity, inclusion, and human rights are embedded throughout all aspects of the organisation. Compliance with this policy will be monitored through quality assurance audits, equality monitoring, resident and employee feedback, complaints and compliments, supervision, recruitment and workforce data, safeguarding reviews, case file audits, and governance reporting.

Monitoring activities will be used to identify trends, areas of good practice, barriers to inclusion, and opportunities for improvement. Where concerns or inequalities are identified, appropriate action plans will be developed, implemented, and reviewed to promote continuous improvement and ensure compliance with legislative and regulatory requirements.

Lessons learned from audits, complaints, safeguarding concerns, resident engagement, and equality monitoring will be used to inform policy development, staff training, service improvements, and organisational learning.

This policy will be formally reviewed at least annually, or sooner where there are changes to legislation, regulatory requirements, commissioner expectations, organisational practice, or following significant incidents or audit findings.

This Policy is the authorised version agreed by the Directors of Solace Housing.

All employees are expected to follow this policy and failure to do so could result in disciplinary action.

A handwritten signature in black ink, appearing to be 'MK' with a stylized flourish at the end.

Signed on behalf of Solace Housing.