

Equality, Diversity & Inclusion Policy

Version 1.3

July 2026



1. Introduction

- 1.1 Heylo Housing Group Limited (HHGL) is the parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP) and a number of property owning investment vehicles (Pods) (collectively referred to in this policy as 'Heylo'). Heylo currently provides two different Shared Ownership products – HomeReach and YourHome.
- 1.2 All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company.
- 1.3 ResiManagement and Heylo Housing are committed to encouraging equality, diversity and inclusion among our workforce and within our service provision and to fostering a diverse and inclusive business and workplace.
- 1.4 We are committed to providing services that meet the diverse needs of our customers, to creating a working environment where individual differences and the contributions of all staff are recognised and valued and to promoting dignity and respect for all. The aim is for our workforce to be representative of the communities we serve, for each employee to feel respected and able to give their best and for our customers to feel that they can rely on us to deliver accessible services that meet their needs.

2. Purpose

- 2.1 The purpose of this policy is to embed our commitment to fostering a diverse and inclusive working environment and to meeting the diverse needs of our customers in our policies and practices, including but not limited to our recruitment, staff training and service provision.
- 2.2 This policy should be read in conjunction with our Equality Policy which sets our commitment to being an equal opportunities employer and our approach to avoiding and managing discrimination. Our Equality Policy can be found in our Staff Handbook.
- 2.3 We do not tolerate inequality towards any employee, job applicant, customer, provider of services or member of the public and take all reported instances seriously. All reported cases are dealt with in line with our Equality Policy and our Grievance Policy

3. Legislative and Regulatory Framework

- 3.1 The Equality Act 2010 legally protects individuals in England, Wales, and Scotland from discrimination, harassment, and victimisation in the workplace and wider society.
- 3.2 The Act prohibits unfair treatment based on nine core "protected characteristics":
 - Age
 - Disability
 - Gender reassignment
 - Marriage and civil partnership
 - Pregnancy and maternity
 - Race
 - Religion or belief
 - Sex
 - Sexual orientation
- 3.3 The Transparency, Influence and Accountability (TIA) Standard sets out the following required outcomes which social housing providers must deliver in relation to fairness, respect and diverse needs:

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- **Fairness and Respect** – Registered providers must treat tenants¹ and prospective tenants with fairness and respect.
 - **Diverse Needs** - In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.

3.4 The Housing Ombudsman Complaint Handling Code sets out the mandatory expectation that when handling a complaint a Registered Provider should “make reasonable adjustments for residents where appropriate under the Equality Act 2010”.

4. Service Provision

- 4.1 We are committed to engaging with our customers directly to understand what their needs are and to use the data and information that we collect on the diversity and needs of our customers to inform the development and provision of our services. We will continue to offer our customers the opportunity to inform us and seek to continuously deepen our understanding about their diverse needs through our community survey and our ongoing engagement with our customers.
- 4.2 We endeavour to communicate with our customers in the language and format that best suits them, as far as possible, where requested by our customers. This includes offering our written communications in a range of formats and languages, including in braille, and offering an accessibility assistant and translation service for our website.

¹ Throughout the consumer standards ‘tenants’ means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

5. Accessibility and Reasonable Adjustments

- 4.1 We aim to provide services, a workplace and offices that are accessible to our customers and our staff, implementing reasonable adjustments to meet the needs of all of our people as far as practicable. To enable this, we offer our customers and staff the chance to let us know about any reasonable adjustments that they may require through our communications and customer and staff surveys

6. Training

- 6.1 We are committed to providing training to our staff members to increase their understanding of equity and diversity issues, as well as to promote inclusive practices throughout the organisation.
- 6.2 This commitment includes training managers and all other employees about their rights and responsibilities under the Equality Policy and the Equality, Diversity and Inclusion Policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment and inclusive services and prevent bullying, harassment, victimisation and unlawful discrimination.
- 6.3 We require all staff to complete Unconscious Bias and Equality and Diversity in the Workplace training and all managers are required to complete Unconscious Bias for Managers training additionally. We require this training in order to help colleagues understand how to address prejudice and unconscious bias and foster inclusivity in the workplace and in our service provision.
- 6.4 In line with all learning and organisational development activity, the training will be reviewed regularly to ensure it is fit for purpose and meets legislative requirements.
- 6.5 All colleagues are encouraged, through their induction and conversations with managers and peers, to build safe spaces to develop knowledge and interpersonal skills with the intent of growing psychological safety to enable inappropriate behaviours and attitudes to be challenged.

7. Learning and Organisational Development

- 7.1 We are committed to making opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop to their full potential. We will ensure that opportunities for development and progression are provided equitably and use the provision of learning and development opportunities to help us in striving for diverse representation at all levels of the organisation.
- 7.2 Where the information is shared by our people, we will monitor the distribution of training and development opportunities across our staff in line with the protected characteristics to ensure that underrepresented groups are not disadvantaged in terms of the opportunities offered to them.

8. Recruitment

- 8.1 We will actively seek to create a diverse workforce that is reflective of the communities we serve and society. Our Equality policy sets out our commitment to ensuring that our recruitment, selection, and promotion processes are based solely on merit and suitability for the role. We aim to have a recruitment process that is accessible to all and make reasonable adjustments to ensure we are not creating barriers, including asking interview candidates if they require any reasonable adjustments at the interview stage.

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- 8.2 We will implement a form of name-blind recruitment as part of the longlisting/shortlisting process to seek to mitigate any potential unconscious or conscious bias impacting our recruitment process, and ensure that as far as possible, there is diverse representation on the interview panels for interviews to reduce the risk of bias in the selection process.
- 8.3 Heylo Housing Group and Heylo Housing Registered Provider Limited are committed to striving for diversity of representation on their Boards. The Heylo Housing Group and Heylo Housing Registered Provider Limited Board Recruitment, Tenure and Succession Policy is designed to ensure that the diversity of board and committee membership has regard to the diversity of the communities in which we operate. Board and Committee recruitment is designed to be inclusive, so as to ensure that Boards and Committees shall comprise members with diverse backgrounds and attributes.

9. Customer and Staff Engagement

- 9.1 We will celebrate the diversity of our customers and our staff by running engagement activities that are informed by our customer and staff diversity data and aim to make our people feel valued and seen.
- 9.2 We will set up a staff Wellbeing and Equality, Diversity, Equity and Inclusion (EDI) Forum, with representation that is reflective of our customers as far as possible, to input into and drive our engagement activities on EDI to ensure that our staff are involved in directing how we celebrate their diversity and that of our customers.
- 9.3 We will consult the HHRP Customer Committee on our proposed approach and activities in relation to customer engagement in our EDI activities engaging further customer groups in the design and/or delivery of our EDI activities as appropriate.

10. Monitoring

- 10.1 We collect and use staff and customer diversity data to help us understand our progress against the objectives of this policy and to enable us to measure how diverse our workforce is. We monitor the make-up of our workforce and customer base in line with the protected characteristics (age, sex, gender reassignment, ethnic background, sexual orientation, religion or belief, disability, marital status and pregnancy or maternity) to support us in our work to encourage equality, diversity and inclusion and to meet the aims and commitments set out in this policy.
- 10.2 Monitoring will also include assessing how the Equality and the Equality, Diversity and Inclusion Policies are working in practice, reviewing them regularly, and considering and taking action to address any issues.

11. Review and Ownership

- 11.1 The owner of this policy is the Director of Property Management.
- 11.2 This policy is reviewed every two years by the Director of Property Management.

Version Control

Version	Date	Author	Verifier	Comments
1.0	December 2023	Director of Governance & General Counsel		Policy established and approved
1.1	August 2024	Director of Governance & General Counsel		Policy reviewed
1.2	July 2025	Governance Manager	HHRP & HHGL Boards	Adoption of standard format and standard introductory wording
1.3	July 2026	Director of Property Management	HHRP & HHGL Boards	Review and update of policy.
Next review due: August 2028				



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format or language, please let us
know and we'll do our best to
accommodate your needs.

Heylo and Heylo Housing are trading names of Heylo Housing Group Limited (registered in England and Wales with company number 11104403) and its subsidiary companies.

The Registered Office of each of the group companies is:
One Sovereign Quay, Leeds, LS1 4AG.

HHRP is a private limited company (Companies House Number 06573772) and is a for profit Registered Provider (registration number 4668) regulated by the Regulator of Social Housing.

HHRP Registered Office:
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