



## Equality and Diversity Policy

**Translation, braille, audio tape and large print available on request.  
Call LMH on 0151 235 2328.**

Na życzenie można uzyskać tłumaczenie lub informacje w innej formie, prosimy w tym celu zadzwonić na numer 0151 235 2328.

Vertimus ir kitus formatus galima gauti pareikalavus. Skambinkite telefonu 0151 235 2328.

Turjumaad qoraal ah iyo qaab-qoraalo kale ayaa la heli karaa haddii la codsado, fadlan wac 0151 235 2328.

Están disponibles a petición traducciones y otros formatos. Favor llamar al 0151 235 2328.

可以根據你的要求提供翻譯文本和其他版式的文本，請致電0151 235 2328

درخواست کرنے پر تراجم اور دیگر اشکال مہیا کرنے جاسکتے ہیں، برائے کرم 0151 235 2328 پر فون کریں۔

অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে 0151 235 2328 নম্বরে ফোন করুন

अनुवाद और अन्य रूपविधान पूछने पर उपलब्ध हैं कृपया 0151 235 2328 पर सम्पर्क कीजिये

# Introduction

Liverpool Mutual Homes (LMH) is committed to promoting equality of opportunity, tackling discrimination and valuing the diversity of both our staff and the communities we serve.

LMH provides housing for some of the most disadvantaged groups within the community. We consider that we have a key role to play within our area of operation as a local employer and a social housing landlord.

We aim to become one of the lead agencies in championing equality within Liverpool by creating and sustaining an organisational culture which values people from all sections of the community and the contribution each individual can make to our work.

LMH aims to comply with all relevant anti-discrimination legislation, codes of practice and regulatory requirements. We are committed to promoting equality throughout the organisation and require all staff, residents, Board members, partners, stakeholders and contractors to participate fully in achieving our aims. LMH will ensure appropriate training, guidance and advice are provided to meet these aims and commitments.

# Aims of our policy

The aims of our policy are:

- To enable equality of opportunity in the provision of housing, services, employment and training;
- To ensure LMH is fully accessible to everyone who receives a service from us and to everyone who works for us. This policy aims to meet the diverse needs of all customers, staff, and stakeholders regardless of race (including Gypsies and Travellers), religion, gender, transgender, marital status, sexual orientation, disability or age and to promote social inclusion;
- To eradicate inequality and discrimination against people, communities and organisations with which we work;
- To ensure we work closely with the diverse range of people within our neighbourhoods, empowering residents to influence services provided;
- To provide LMH staff, residents, Board members and stakeholders with a clear understanding of the organisation's commitment to promoting equality and diversity in our role as an employer and social landlord;
- To outline how LMH will achieve, maintain and measure compliance with its statutory and regulatory obligations
- To provide a framework for monitoring performance and achieving best practice across all business areas including employment, service provision and governance;
- To provide a strategic framework for continuous improvement in Equality and Diversity issues.

# Why equality and diversity is important to LMH

LMH is committed to achieving the best possible performance on Equality and Diversity to enable us to:

- **Understand our customers** - understanding the diversity of our customers and their needs is central to delivering continuous improvement and high quality services.
- **Work in partnership** - excellent performance on Equality and Diversity is a key criterion in the selection process for all types of partnerships.
- Ensure that **services and products** are relevant to the needs of our customers and sustain long-term demand.
- **Recruit and retain the best staff:** by having a fair and transparent recruitment process, we aim to employ a diverse range of staff. LMH is committed to supporting and encouraging all staff to reach their full potential.
- **Deliver sound business leadership.** LMH recognises that board members and the Executive Management Team need to understand the needs of their customers. We will achieve this by ensuring these bodies reflect the diversity of the communities in which we work.

LMH will ensure policies and procedures do not cause discrimination, or allow discrimination or disadvantage to be an obstacle to accessing services, or to the recruitment, training and promotion of staff. LMH are committed to achieving equality in regards to:

- **Age:** we recognise the Employment Equality (Age) Regulations and will not discriminate against anyone seeking employment or employed by LMH on the grounds of age. We will strive for age equality in service provision to residents.
- **Disability:** LMH will strive for disability equality in service provision and employment.

LMH will strive to provide services which are relevant to the individual needs of people. LMH will work with other agencies to provide support services where appropriate.

LMH will ensure employment practices do not unfairly discriminate anyone with a disability.

- **Faith:** LMH will not tolerate discrimination against anyone due to their religious beliefs (Faith) or lack of religious beliefs (Faith), both within the communities in which we work and within the workforce.
- **Gender:** we recognise our duties under the Sex Discrimination Act, Equal Pay Act, Gender Recognition Act, Equality Act and codes of practice and strive for gender equality in service provision and employment for men, women and transgender people.
- **Marital status:** LMH will not discriminate against anyone because of their marital status.
- **Racial (including Gypsies and Travellers):** LMH is committed to achieving racial equality; both in the workplace and in the communities we serve.
- **Sexuality:** we want to create an environment where lesbian women, gay men and bisexual people are free from unfair treatment and harassment and feel safe to be open about their sexuality, if they choose to do so. LMH aims to ensure that our employment policies and service delivery are not based on the assumption that everyone is heterosexual.
- **People with additional support needs:** LMH will aim to ensure its services are accessible to all and will seek to provide additional advice and support to those who need it.
- **Other diverse groups:** LMH recognises that people may fit into more than one social grouping. LMH will strive to promote social cohesion within communities.

LMH will ensure its services are accessible to everyone, valuing the diversity of our customers, staff, contractors and partners in the following ways:

- **Provision of services:** LMH is committed to providing excellent services for everyone living in our homes. Equality impact assessments will be carried out across all key areas of our business to look at what LMH is doing to ensure diverse groups can access services .
- **Access to Services:** LMH will ensure all services are accessible regardless of race, religion, gender, transgender, sexual orientation, disability or age. All staff and Board Members will be aware of this obligation.
- **Access to Information:** LMH will ensure all information we provide is jargon free and available in a range of formats to suit the needs of individual customers for example other languages, Braille, audio or large font.
- **Lettings:** LMH will monitor lettings to ensure they reflect the make up of the communities we serve and that no group or groups of individuals are disadvantaged.
- **Customer Involvement:** LMH will actively encourage all members of the community to become involved with the work of LMH. We shall ensure our involvement structures reflect the make up of our communities. Support will be provided to encourage marginalized groups and those with additional support needs to become involved.
- **Harassment:** LMH will respond to all incidents of hate crime and domestic violence in accordance with agreed policies and procedures, ensuring adequate support is available to support the victims.
- **Contractors:** all LMH contractors and suppliers will be expected to demonstrate a positive approach to achieving equality and diversity. This will be taken into account when awarding new contracts.
- **Governance:** LMH aims to ensure its governing body membership represents the communities we serve by reflecting the diversity of our customer base. Our Board has a Champion for Diversity to ensure that our policy is put into practice across the organization together with an Executive Champion for Diversity.
- **Staffing and employment:** LMH is an equal opportunities employer and is committed to ensuring access to employment from all sections of the community irrespective of age, disability, race, marital status, sexuality, religion, gender or transgender.
- LMH will review its Human Resource Policies annually to ensure it complies with the legal requirements of an equal opportunities employer.
- **Staff training:** All new LMH staff will receive a briefing on Equality and Diversity as part of their induction, existing staff and board members will receive regular refreshers. Any changes to legislation or practice in relation to equalities will be discussed at team briefings.

# Performance Monitoring

Performance in delivering our commitment to equality will be overseen by the LMH Board who will receive a bi-annual update. Updates on equality and diversity will be reviewed by our Executive Management Team every quarter.

LMH will monitor performance relating to:-

- Lettings
- Customer Satisfaction
- Hate Crime / Domestic Violence
- Customer Involvement
- Governance structures
- Contractor performance
- Staffing and employment

This information will be fed back to staff, customers and stakeholders via channels of communication which include newsletters and our website.

## Feedback

We welcome suggestions, comments, complaints and compliments from people who use or provide our services. We believe that this can provide some important lessons to help us ensure that our services are improved for everyone.

If you have something to say about this policy, then please let us know. Please refer any comments to our Customer Equalities Manager:

Liverpool Mutual Homes  
Commutation Plaza  
1 Commutation Row  
Liverpool  
L3 8QF

Tel: 0800 678 1890

Email: [Lyn.bowker@liverpoolmh.co.uk](mailto:Lyn.bowker@liverpoolmh.co.uk)