



Liverpool Mutual Homes  
Single Equality Scheme  
2010 - 2013

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## Introduction from Board and Executive Diversity Champions

Welcome to our first Single Equality Scheme (SES) for 2010-2013.

In this document Liverpool Mutual Homes sets out its commitment to achieving equality of opportunity and equal access for all people – irrespective of their race, disability, sex, gender reassignment, age, sexual orientation, religion or belief, pregnancy and maternity and marriage and civil partnership.

Our SES outlines our commitment to you, both as a service provider and as an employer. We are committed to improving equality and valuing the diversity of all the communities we serve.

We recognise that our priorities and actions can affect some groups of people differently. We will be working with both our diverse communities and our staff over the next three years to make sure that people from all communities have a chance to get involved and have their say.

**Will Roby**

Board Champion Diversity

**Angela Forshaw**

Executive Champion

Diversity



## Why a Single Equality Scheme?

In June 2008, the Government produced “A Framework for a Fairer Future – the Equality Bill”. This set out the Government’s vision that equality is:

- necessary for the individual – it is a basic right to be free from prejudice and discrimination.
- necessary for society – an unequal society can’t be at ease with itself, an equal society gives greater social cohesion.
- necessary for our economy – a modern economy thrives in a culture of equality which brings employers the widest labour pool, which sees all participate in the labour market rather than some being marginalised and excluded.

The Government felt that it was “time to de-clutter the law” due to there being nine major pieces of discrimination legislation, 100 statutory instruments setting out connected rules and regulations and more than 2,500 pages of guidance and statutory codes of practice. These had developed over 40 years but were too complex. The aim was to simplify legislation to make it easier for both those who need to comply with it and for those who will benefit from it.

Inequality and discrimination still persist today, despite the wide range of legislation that has been created over the last 40 years. Data from the Bill revealed that:

- there were 30.7 million females compared with 29.5 million males in the UK in 2005.
- nine out of ten lone parent families are headed by a woman.



- half of women's jobs are part time, compared with one in six of men's.
- the gender pay gap, though down from 17.4% in 1997, still means that a woman's full time pay is on average 12.6% less per hour than a man's. Women working part-time are paid around 40% less per hour.
- the rate of employment of disabled people has risen from 38% ten years ago to 48% today, but if you are disabled, you are still two and a half times more likely to be out of work than a non-disabled person.



- 42% of households in social housing contain a person with a disability.
- 25% of disabled people say they have experienced hate crime or harassment – this figure rises to 47% where there is also a mental health issue.
- if you are from an ethnic minority, in 1997 you were 17.9% less likely to find work than if you are a white person. The difference is still 15.5%.



- 62% of over-fifties feel that they are turned down for a job because they are considered too old, compared with 5% of people in their thirties.



- 6 out of 10 lesbian and gay schoolchildren experience homophobic bullying and half of those contemplate killing themselves as a result.

Government projections are that unless progress is stepped up:

- The pay gap between men and women will not close until 2085.
- It will take almost 100 years for people from ethnic minorities to get the same job prospects as white people.
- Disabled people will probably never get the same job prospects.
- It will take 20 years for women to achieve equal representation in the Senior Civil Service.
- It will take 80 years to elect a representative House of Commons.

# The purpose of LMH's Single Equality Scheme

With our SES, we want to:

- achieve high quality services and improve opportunities for everyone.
- ensure we embed equality and diversity into everything that we do, so it is at the heart of our business.

We all aspire to live in a society that is fair and which supports each individual to fulfil their potential. LMH is committed to making this happen. Our SES aims to:

- find out what barriers are faced by customers when accessing our services.
- find out what the needs of our customers and employees are and which of these are greatest.
- demonstrate how we have involved customers who represent these groups.
- communicate our responsibilities as a housing association in relation to equality and diversity. This will involve Board members, managers, employees, trade unions, our partners in the public, voluntary and private sectors and our customers.
- explain how we will promote equality when delivering our services.
- work in partnership with other organisations to prevent ignorance and prejudice in the wider community.
- demonstrate what has changed as a result of the SES.
- monitor what we are doing and report annually via an Equality and Diversity Annual Report.



## Introduction to our Single Equality Scheme

Liverpool Mutual Homes (LMH) is a housing association highly committed to achieving equality and diversity. LMH aspires to provide a three star service - this means those who access our housing services have equality of opportunity, regardless of their needs or issues.

### What is equality and diversity?

**Equality** is about making sure people are treated fairly and giving them equal access to services and employment.

**Diversity** is about valuing differences and making sure that everyone is valued, whatever their background.

LMH believes that if its policies and practices are fair, people will be able to access services and become involved with influencing our business. Job applicants will feel confident in applying for jobs with us, as they feel they will be treated fairly and with respect.

LMH considers equality and diversity across the nine protected characteristics listed in the Equality Act 2010:

- race
- disability
- sex (gender)
- gender reassignment
- age
- religion or belief
- sexual orientation
- pregnancy and maternity
- marriage and civil partnership

In trying to improve our performance on equality and diversity, we also take into account the areas of hate crime and human rights.

In LMH's Single Equality Scheme, we have a cross-cutting action plan and also individual action plans for each of the protected characteristics. These action plans set out what we want to achieve over the scheme's three year life cycle.

## How we wrote our Single Equality Scheme

### How LMH consulted and engaged with our customers and communities

In writing this document, we asked our customers and our staff what they wanted to see included in the SES and what their priorities were. We have used this information to write our scheme and set our action plans for the next three years.

### How we did it

We ran a series of focus groups with people from various backgrounds (including our own staff and customers) and from different communities and asked the question "what do you think LMH's priorities should be to achieve equality?" Feedback from these focus groups helped us to produce our SES.

We also worked with the various community networks within Liverpool, Charity and Voluntary Services that represent people from across all areas of diversity (Liverpool Community Network), Armistead, Age Concern, the Merseyside Chinese Development Association and representatives from the local trades unions.

## The Equality Act 2010 provisions

On 1 October 2010, the majority of provisions in the Equality Act 2010 came into force. Guidance on the Act is available from the Government Equalities Office and the Equality and Human Rights Commission.

The provisions that came into force on 1 October are:

- the basic framework of protection against direct and indirect discrimination, harassment and victimisation in services and public functions, premises, work, education, associations and transport.
- changing the definition of gender reassignment, by removing the requirement for medical supervision.
- levelling up protection for people discriminated against because they are perceived to have, or are associated with someone who has, a protected characteristic, so providing new protection for people like carers.
- clearer protection for breastfeeding mothers.
- applying the European definition of indirect discrimination to all protected characteristics.

- extending protection from indirect discrimination to disability.
- introducing a new concept of “discrimination arising from disability”, to replace protection under previous legislation lost as a result of a legal judgment.
- Applying the detriment model to victimisation protection (aligning with the approach in employment law).
- Harmonising the thresholds for the duty to make reasonable adjustments for disabled people.
- Extending protection from third party harassment to all protected characteristics.
- Making it more difficult for disabled people to be unfairly screened out when applying for jobs, by restricting the circumstances in which employers can ask job applicants questions about disability or health.
- Allowing claims for direct gender pay discrimination where there is no actual comparator.
- Making pay secrecy clauses unenforceable.
- Extending protection in private clubs to sex, religion or belief, pregnancy and maternity, and gender reassignment.
- Introducing new powers for employment tribunals to make recommendations which benefit the wider workforce.
- Harmonising provisions allowing voluntary positive action.

## The Single Equality Duty

The Equality Act 2010 contains a new, single, streamlined Equality Duty to replace the previous race, disability and gender equality duties. It now also encompasses gender reassignment, age, sexual orientation, religion or belief, pregnancy and maternity and marriage and civil partnership.

What this means in practice is that the duty will require public bodies to consider how their policies and services affect different disadvantaged groups in the community. LMH will be considered a public body for the purposes of this Act.

## Liverpool Mutual Homes Context

LMH is the newest housing association in Liverpool. Following stock transfer from Liverpool City Council on 1 April 2008, we manage over 15,000 homes making us the largest stock holder in the city.

LMH is a not-for-profit organisation.

The Management Board is made up of tenants, housing specialists and independent members who have a broad range of experience.

LMH differs from other housing associations in that it is tenant-led. Tenants form the majority on the Board of LMH, a total of eight places being allocated to them.

LMH works with contractors and in partnership with appropriate agencies to ensure that tenants receive the very best levels of service. It has the resources needed to repair, improve and maintain homes and to provide the quality of service that tenants deserve.

### **Liverpool’s population and LMH’s customer base**

Rather than wait for the results of the 2011 Census, LMH is currently profiling its own customers to gain an accurate understanding of both the housing needs and communication needs of its tenants and leaseholders, as these may be completely different from the rest of Liverpool’s residents.

LMH has also started to profile its own staff and its contractors’ staff. This will hopefully highlight any inequalities, identify problem areas and help track progress.

LMH also profiles its Board and Area Board members so we can highlight any inequalities in representation and introduce actions to try to change this.

# About Liverpool Mutual Homes

## Our Vision

LMH's vision is "To have Pride in our homes and be Proud of our neighbourhoods"

## Our Mission

LMH's mission is to create homes, communities and neighbourhoods where:

- people choose to live
- customers receive the highest possible quality of services with the resources available
- families and individuals can thrive and prosper

## Our Values

### For Liverpool

- We are here for the whole of Liverpool.
- We are a social housing organisation with properties across the city.

### For the long run

- We are creating a legacy.
- We will deliver quality services in the knowledge that we are providing homes for life.
- We are preserving social housing in Liverpool for future generations.

### For everyone

- We are tenant-led.
- We are improving people's lives and are fully inclusive in the way we operate.
- We aim to improve local quality of life and remove any barriers that exist.
- We will always be the best we can for the benefit of everyone.

## Linkage with other strategies and action plans

The SES is not a "stand alone" document and links in with other key documents, such as the Corporate Plan and the Operational Plan.

Diversity is one of LMH's nine focuses, the others are:

- Communities
- Colleagues
- Customers
- Governance
- Homes
- Improvement
- Partnership
- Viability and value for money



## Our cross cutting priorities

LMH has a number of major, “cross cutting priorities” that run through all service areas and across all nine protected characteristics.

These high level actions have their own separate action plan, as successful achievement of the actions in the individual protected characteristic based action plans rely on these key actions being met. The cross cutting priorities for LMH are:

- equalities monitoring
- equality impact assessments
- employment
- communications
- consultation and engagement
- equalities and procurement
- community cohesion and hate crime
- learning and development

### Equalities Monitoring

LMH has mainstreamed equality reporting into its performance management systems. Our equality and diversity performance is reported to the Board on a regular basis.

This includes our performance in relation to the delivery of service improvements so the Board is fully aware of how they are being delivered and the impact on the business and customers.

### Equality Impact Assessments

LMH has developed a framework to complete equality impact assessments across all nine protected characteristics. This means that all our policies, procedures and services will be equality impact assessed to ensure there is no differential impact for some communities. If this is found, action plans will be put into place to remove any negative impact.

They will help LMH to identify how it can make its services more accessible and appropriate for all customers and will also identify any gaps in service provision.

They will also help us to measure progress against our Equality and Diversity Strategy and our overall aim which is to achieve equality for everyone.

### Employment

The Equalities Review highlighted the importance of gaining employment as the main route out of poverty and the discrimination and disadvantage that accompanies this.

LMH will ensure that its recruitment processes comply with best practice and are equality impact assessed.

### Communications

LMH can provide its communications in large print, in Braille, on tapes, CD's or DVD's. It can provide translations and interpreters for British Sign Language and in languages other than English. It also uses Text Relay (formerly Tynetalk) to communicate with customers where required.

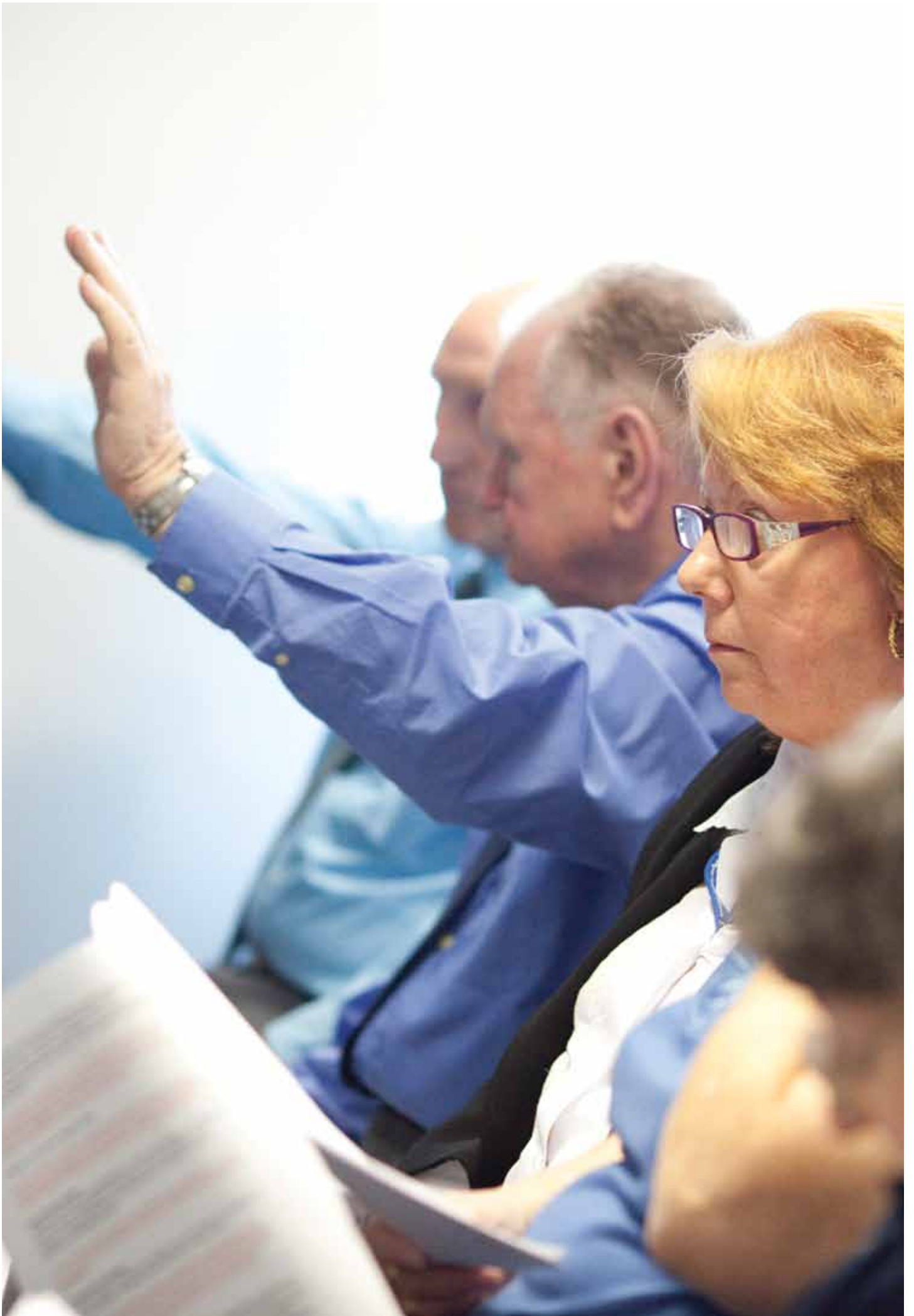
All LMH officers are provided with an equality and diversity handbook that gives practical advice about communications, helping customers with disabilities and it also contains information about the main cultures and religions in Liverpool. Advice is also provided around the main customer care issues to consider when making home visits and planning meetings and consultation events.

### Consultation and engagement

LMH strives to consult and engage with all members of the communities it serves. It will particularly work to reach and engage with under-represented groups, those customers who have traditionally not accessed our services or got involved in resident involvement activities.

By profiling our customers we can start to build up a picture of our customer base and use this customer insight to shape our services to suit the diverse range of customers that make up our customer base.

LMH has two main consultation groups for equality and diversity – its Customer Equalities Group and Your Voice, our staff equality and diversity group. Both groups have been involved in shaping our Single Equality Scheme and will play a major role in monitoring progress against the action plans.



## Equalities and procurement

The Equality Act 2006 initially placed a duty on all public bodies, in carrying out their duties, to have due regard to for the need to eliminate unlawful discrimination and to promote equality of opportunity.

This includes expecting all businesses that organisations partner, contract and commission with and those who supply goods and services, to embrace and implement these values to all under-represented groups.

LMH will develop policies and processes to ensure equality and diversity requirements are monitored and delivered by all suppliers and commissioned services.

## Community cohesion and hate crime

Hatred is a strong term that goes beyond simply causing offence or hostility.

Hate crimes occur when a perpetrator targets a victim because of his or her perceived membership in a certain social group, usually defined by racial group, religion or belief, sexual orientation, disability, ethnicity, nationality, age, sex, gender identity or political affiliation.

Hate crime generally refers to criminal acts which are seen to have been motivated by hatred of one or more of the listed conditions. Incidents may involve threat of, or actual physical assault, damage to property, bullying, harassment, verbal abuse or insults, or offensive telephone calls, graffiti or letters

A hate crime is "any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate."

LMH works in partnership with Citysafe and other statutory and voluntary partners to ensure that any hate crime is reported and thoroughly investigated.

Citysafe is Liverpool's Crime and Disorder Reduction Partnership. Partners include Liverpool City Council, Merseyside Police, Merseyside Fire and Rescue Service, Health, Merseytravel, Merseyside Probation

Service, the universities, local businesses, community organisations and many others all working together to build safer communities.

No single agency can hope to reduce the incidence of crime and tackle the causes of criminal and anti-social behaviour by itself. Citysafe's main objective therefore is to work with partners to reduce crime and the fear of crime in our communities. It also looks towards building more prosperous, cleaner, safer, stronger and sustainable communities in which every citizen will have a right to live in confidence without fear for personal safety or for the safety of others.

LMH is also a member of the Equalities in Housing Group, which consists of representatives from Liverpool City Council, Liverpool CVS and other housing associations across the city. The group works together to develop policies and strategies for equality and diversity, rationalising costs by sharing resources to provide better value for money. Good practice is shared and benchmarking of data helps to provide a consistent service for customers.

## Learning and development

LMH takes learning and development seriously. A programme of equality and diversity training for our Board members, staff, customers and contractors has commenced and will continue to be embedded throughout LMH over the next three years. Refresher training will be an important element of this programme.

## Disability Equality

As part of our commitment, LMH will:

- ensure our services are accessible to all, including physical access and communication formats.
- use 'flags' on our internal systems to help identify vulnerable people to ensure their needs are known across all service areas and are taken into account when delivering services.
- provide hearing loops in our reception areas and use a portable hearing loop for meetings.
- provide qualified British Sign Language interpreters where customers use this as their method of communication.
- make sure all the information we produce is written in plain English and is available in other formats,

including large print, audio tape, Braille and other languages. We are working to ensure our publications meet the RNIB Clear Print Guidelines.

- ensure our website is as fully accessible as possible for all users and complies with WC3 guidelines. It can be read via screen readers and also provides a high contrast version.
- implement the social model of disability, as opposed to the medical model (which sees disability as “the problem” – the “fault” of the disabled person and the reason why they are unable to participate fully in society). The social model takes the view that it is society itself, with its structures and social attitudes that prevents disabled people from being equal to non-disabled people.
- continue to retain our “Positive About Disabled People” accreditation (two ticks logo from Job Centre Plus) to demonstrate LMH is positive about recruiting, employing and retaining disabled people.
- consult with our disabled staff, Board Members, customers and stakeholders to ensure that they feel they have equality of opportunity from LMH as an employer and a landlord.
- find out what barriers disabled people face and take steps to reduce them.
- find out if disabled people are satisfied or not with the services we provide.
- act upon all areas requiring improvement that are identified as a result of our Equality Impact Assessments.
- ensure that all staff and customers of LMH have access to disability awareness training.
- ensure we collate customer profiling data and then tailor our services to meet the communication needs of our customers.
- ensure that meetings and documents are accessible to all.
- set and meet equality targets and objectives for all relevant service areas.
- report on progress via an Equality and Diversity annual report.

### **Specialist Services for People with Disabilities**

We offer the following services to assist people to maintain and improve their independence in living at home:

#### **Aids and Adaptations**

- LMH can offer adaptations to enable people to live independently in their homes following an Occupational Therapist assessment.

- These adaptations include stair lifts, through the floor lifts, level access showers and grab rails.

### **Sheltered Housing**

- We provide sheltered housing accommodation for people who are over 55.
- Sheltered Scheme Managers are available to give advice and support and are also be able to help in emergencies. This service, whilst not solely aimed at disabled customers will be of benefit to older customers who may have a disability.

### **Employment Equality**

We have been awarded the Positive about Disabled People award (also known as the “two ticks symbol”), which means as an employer, we make five commitments:

- A guaranteed job interview for those who meet essential requirements for a job.
- To consult disabled employees regularly.
- To retain employees if they become disabled;
- To improve the knowledge of key employees about disability.
- To check progress each year, plan ahead and let employees and Jobcentre Plus know about progress.

We ensure that interview arrangements are suitable for disabled people such as providing hearing loops and making sure interviews are held in accessible buildings. We also ask interviewees about any specific requirements and take these into account.

### **Employment Monitoring**

We monitor the number of disabled people that we employ and involve them in the development of our employment practices. We acknowledge that we may have employees who have not declared their disability. We will work to ensure that disabled people feel confident that they can declare their disability and not face discrimination during the recruitment process, or as our employees in progressing their careers.

We will work to help make any reasonable adjustments that are necessary to recruit and retain disabled employees. If an employee becomes disabled or their disability gets worse so that they cannot do their current job then we will seek ways to retain and support them in employment, even if it is not in the same job.





## Race Equality

As part of our commitment LMH will;

- ensure our services are accessible to all, by making sure that all customers have access to the information and services we provide.
- provide training to staff, Board members and contractors on race equality.
- consult with staff and stakeholders and work with them to identify race equality objectives.
- collect statistical information about our customers to help us develop and provide services that meet their needs.
- ask customers how they would prefer to be communicated with and explain how we will use any information given to us.
- use 'flags' on our internal systems to help identify vulnerable people to ensure their needs are known across all service areas and are taken into account when delivering services.
- make sure all the information we produce is written in plain English and is available in other languages.
- offer language and interpretation facilities for those whose first language is not English.
- continue to work with the Black and Racial Minority Housing Group to deliver its action plan.
- continue to work with the Merseyside Black History Month Group to raise awareness of the organisation and to promote race equality initiatives.
- review where we advertise our job vacancies and other employment and mentoring opportunities.
- give all customers an opportunity to comment on how our services are provided and developed.
- assess the impact of current and proposed policies and practices on race equality.
- act upon all areas requiring improvement that are identified as a result of our Equality Impact Assessments.
- set and meet equality targets and objectives for all relevant service areas.
- report on progress via an Equality and Diversity annual report.

## Sex Equality

As part of our commitment, LMH will:

- develop and maintain systems that collect information on how policies and practice affect

sex equality in the workforce and in the delivery of services.

- consult with stakeholders and work with them to identify sex equality objectives.
- monitor the sex of those who are employed, promoted and leave the company to ensure sex equality.
- enable everyone to be involved, providing all customers and staff with an opportunity to comment on how our services are provided and developed.
- assess the impact of current and proposed policies and practices on sex.
- act upon all areas requiring improvement that are identified as a result of our Equality Impact Assessments.
- set and meet equality targets and objectives for all relevant service areas.
- report on progress via an Equality and Diversity annual report.

## Gender Reassignment Equality

The term "Transgender" is often used as a general term for different types of "trans" identities, but it is also used more specifically to identify a particular "trans" group. Transgender as a term is used where people describe themselves as;

- transsexual
- transgender
- transvestite

Transgender in the specific sense means people who have a diagnosis of transexualism who go through the transgender process and who have declared an interest, are going through the process of, or have completed the gender re-assignment process. This may involve hormone therapy and surgery. The process is referred to as "gender reassignment" or "transitioning".

"Trans" people often feel they can't access mainstream services. There is a perception that other services won't understand, or will judge, and there is a fear that trans people will be considered mentally ill or will raise their profile if they protest against harassment or other unacceptable behaviour.

As part of our commitment LMH will:

- consult transgender people to ensure our policies and procedures do not discriminate against transgender people.
- review our policies and procedures to ensure that no barriers exist for transgender people.
- review our Customer Involvement Strategy to ensure that transgender people are encouraged and supported to become involved in all aspects of customer involvement opportunities.
- act upon all areas requiring improvement that are identified as a result of our Equality Impact Assessments.
- set and meet equality targets and objectives for all relevant service areas.
- report on progress via an Equality and Diversity annual report.

## Religion or Belief Equality

As part of our commitment LMH will;

- benchmark other housing associations for their awareness and work with faith groups in their communities.
- deliver training to enable all employees and LMH contractors to acknowledge and understand the basic principles and customs of each faith.
- make contact with local faith groups and organisations in Liverpool.
- raise awareness of the calendar of religious dates, festivals and events to all staff and customers.
- enable everyone to be involved, providing all customers and staff with an opportunity to comment on how our services are provided and developed.
- enable everyone to be involved and providing them every opportunity to comment on how our services are provided and developed.
- assess the impact of current and proposed policies and practices.
- act upon all areas requiring improvement that are identified as a result of our Equality Impact Assessments.
- set and meet equality targets and objectives for all relevant service areas.
- report on progress via an Equality and Diversity annual report.

## Age Equality

As part of our commitment LMH will:

- consult with local groups to see what issues they might face, related to housing and the communities they live in.
- communicate with other housing organisations with reference to the collection and use of data.
- communicate with local charitable organisations related to age (Age Concern, Help the Aged and younger persons charities).
- assess the impact of current and proposed policies and practices on age.
- enable everyone to be involved, providing all customers and staff with an opportunity to comment on how our services are provided and developed.
- act upon all areas requiring improvement that are identified as a result of our Equality Impact Assessments.
- set and meet equality targets and objectives for all relevant service areas.
- report on progress via an Equality and Diversity annual report.

## Sexual Orientation Equality

As part of our commitment LMH will:

- ensure that all customers and staff are welcomed and feel they can access our services and take part in LMH activities, irrespective of whether they are heterosexual, lesbian, gay or bisexual.
- ensure that same-sex couples are treated in the same way as a married couple when accessing our services. LMH staff will also have an awareness of same-sex domestic violence and the issues that can be encountered.
- monitor complaints to see whether there is any evidence that customers experience a better or worse experience, depending on their sexual orientation. If we find any differential impact, based on sexual orientation, we can then take steps to remove the negative effects.
- work to improve our rating in Stonewall's Workplace Equality Index.
- communicate with other housing associations with reference to the collection and use of sexual orientation data.

- work in partnership with relevant local organisations.
- raise awareness of issues these groups might face.
- assess the impact of current and proposed policies and practices on sexual orientation.
- provide opportunities to enable everyone to be involved and providing them every opportunity to comment on how our services are provided and developed.
- ensure our HR policies and procedures mean that all employees are protected from discrimination based on sexual orientation.
- act upon all areas requiring improvement that are identified as a result of our Equality Impact Assessments.
- set and meet equality targets and objectives for all relevant service areas.
- report on progress via an Equality and Diversity annual report.

## Pregnancy and maternity

A woman is protected against discrimination on the grounds of pregnancy and maternity during the period of her pregnancy and any statutory maternity leave to which she is entitled. During this period, pregnancy and maternity discrimination cannot be treated as sex discrimination. Employers cannot take into account an employee's period of absence due to pregnancy-related illness when making a decision about her employment.

LMH will ensure its HR policies and procedures are regularly reviewed to comply with any new guidance issued.

## Marriage and civil partnership

Under the Equality act 2010, it is unlawful for employers to discriminate against employees who fall into one or other of the categories. Single people are not protected. The Act also states that persons who are engaged to be married or are divorcees or persons whose civil partnership has been dissolved do not have this protected characteristic.

The Act does not define "marriage" or "civil partnership" and therefore the general law applies. In the Marriage Act 1949 part of the definition of "marriage" is that for it to be legal it must be for "one man" and "one woman". A "civil partnership" is a legal

union between two people of the same sex which is registered under the Civil Partnership Act 2004.

Employers must treat civil partners in the same way as married people in a wide range of matters, including employment and vocational training. Any benefits given to married employees must also be offered to civil partners, including flexible working, statutory paternity pay, paternity and adoption leave, health insurance and survivor pensions.

LMH will ensure its HR policies and procedures are regularly reviewed to comply with any new guidance issued.

## Monitoring and Review of our Single Equality Scheme

In order to comply with the various individual pieces of legislation, the single equality scheme action plan will be reviewed annually and subject to a three year re-write. This will be done in consultation with partners and service users including staff and community networks across Liverpool.

We need make sure that the SES is effectively implemented to achieve the actions and targets set out in the action plans.

Monitoring and reviewing our SES is vital to meet the requirements of the Equality Act 2010. We will continuously monitor and review the SES through the following activities:

- Making sure our work takes into account the needs and issues of all customers by ensuring there is a process for both service users and employees to feed back their comments and ideas.
- Maintaining and communicating progress on the action plans with the network of various organisations in Liverpool via our partnership with LCVS.
- Monitoring LMH customer satisfaction and access to services disaggregated by protected characteristic.
- Communicating progress made on the action plans to our stakeholders and regulators each year.

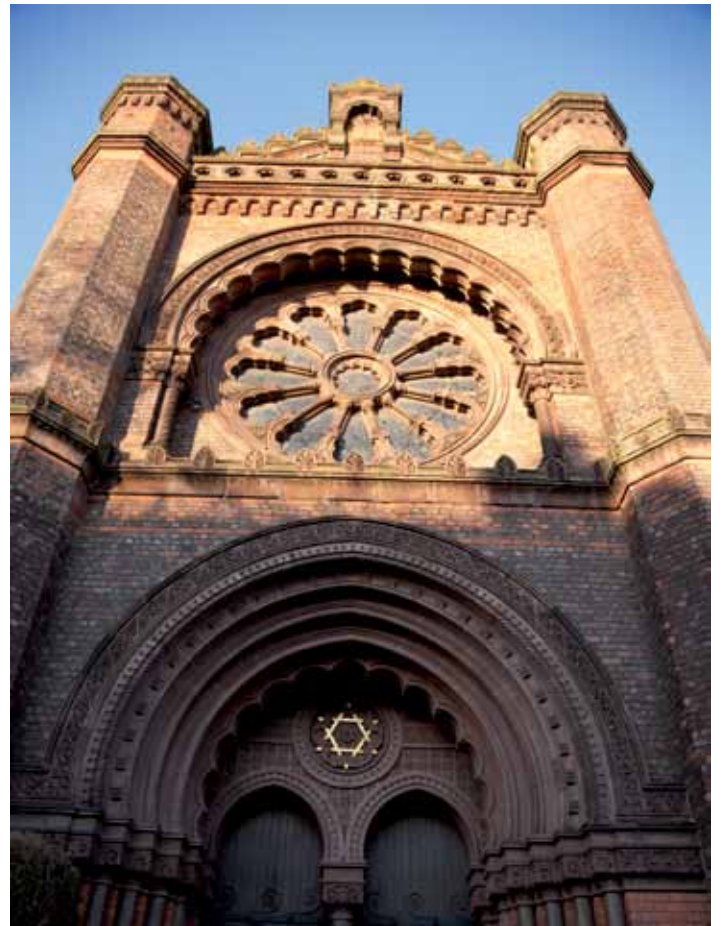
- Carrying out a three year review which will engage stakeholders to help us to identify the key strengths and weaknesses of the SES before the next scheme is introduced.

## Contact us

As you should know from reading this document, we strongly believe in working together with customers, staff and contractors to become the best possible housing provider.

If you have any comments to make about our Single Equality Scheme please contact our Equality & Diversity Manager on **0300 123 2300** or **0800 678 1894**.

We can only constantly improve with your views and feedback and we value every comment we receive.



Single equality scheme - Translation, braille, audio tape and large print available on request.  
Call us on 0800 678 1894

Un solo plan de igualdad - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud.  
Llámenos al 0800 678 1894. (Spanish)

Nidaamka sinnaanta keli ah - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

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