

Equality and diversity - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Igualdad y diversidad - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894 (Spanish)

Sinnaanta iyo Kaladuwanaanta - 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)

Равенство и разнообразие - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

قريبك تاخوب طمو تووص طئارشو لي يارب قئيرطو تام جرت دجوت -ئيددعتل او ءاواس ملأ قئر يلع انب لصنئا بئلطلا دنع قرفاوتم 0800 678 1894 (Arabic)

تروص هب تاخالطاني تفايرد يارب دين او تيم ديشاب ليام هچنانچ - عونت و يربارب اي و يتوص راون يور رب طبض اي (نايان يبان صوصخم) لي رب فورح اي هم جرت 0800 678 1894 (Farsi)

平等与多元化 如需翻译、盲文、录音磁带和大字版本，请随时索取。请拨打 0800 678 1894 与我们联系 (Chinese)

☎ 0300 123 2300

☎ 0800 678 1894

LMH CONNECT

LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10:30am for staff training.

North West 3 Mark Street, L5 ORF

North 3 Falklands Approach, Off Parthenon Drive, L11 5BS

East Unit One, Montrose Business Park, Edge Lane, L7 9PX

West 172 Park Road, L8 6SJ

South 4 Smithdown Place, L15 9EH

Head Office Commutation Plaza, 1 Commutation Row, L3 8QF



Equality and diversity policy



info@liverpoolmh.co.uk www.liverpoolmutualhomes.org

Pride in Our Homes, Proud of Our Neighbourhoods

Policy statement

LMH is committed to providing excellent customer services that represent value for money to our customers and partners.

As both an employer and a service provider, LMH is committed to achieving equality of opportunity and equal access to services for all people.

Equality is about treating people fairly. This means we are committed to creating an environment where there is no prejudice or discrimination.

Diversity is about recognising that we are all different and have individual needs. As part of this, we recognise that our priorities and actions can affect some groups of people differently, so we will be working with both our diverse communities and our staff to make sure that people from all communities have a chance to get involved in our business and more importantly, have their say.

LMH aims to comply with all equalities legislation and other regulatory requirements. We are committed to promoting equality throughout the organisation and we require all staff, customers, Board members, partners, stakeholders and contractors to participate fully in achieving our aims.

LMH will ensure appropriate training, guidance and advice is provided to meet these aims and commitments. All our staff, Board members and contractors receive equality and diversity training and regular briefings to keep them up to date. All new members of staff receive an equality and diversity awareness session as part of their induction.

Policy aims and key objectives

The aims and objectives of this policy are summarised as follows:

- Recognise that everyone is entitled to be treated fairly and with respect
- Provide LMH's staff, customers, Board members, contractors, partners and other stakeholders with a clear understanding of the organisation's commitment to promoting equality and diversity in our role as an employer and a service provider
- Outline how LMH will achieve, maintain and measure compliance with its statutory and regulatory obligations
- Provide a framework for monitoring performance and achieving best practice across all business areas including employment, service provision and governance
- Provide a strategic framework for continuous improvement in equality and diversity issues

Introduction

Our commitment to achieving equality and diversity for all is thoroughly embedded in our organisation from the Board and senior management down to managers and all staff.

We also expect all contractors and partners we work with to share the same commitment.

We aim to provide equality of opportunity to all customers and staff and wherever possible, we tailor our services individually as required. To do this, we will ensure that our processes and procedures do not result

in anyone receiving less favourable treatment than another person, based on any of the following protected characteristics introduced by the Equality Act 2010:

- Race
- Sex
- Age
- Religion or belief
- Disability
- Gender identity/reassignment
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity

Making sure the policy works

Customer and staff profiling

To make sure our equality and diversity policy is working, we profile our customers and staff by collecting data relating to race, disability, sex, gender identity/reassignment, age, sexual orientation and religion or belief. We use this data to identify if there are any areas of our employment or service provision that may present barriers to full access.

This information is kept securely, as outlined by the Data Protection Act and is only shared with a third party if we are required to do so by law or have an arrangement with them to provide a relevant service, such as a contractor.

Viewpoints

We find out the views of our customers and staff through holding regular focus groups and scrutinising complaints to identify any patterns and trends.

We have a staff equality and diversity group called Your Voice and a consultation group for customers called the Customer Equalities Group. These groups meet regularly and look at equality and diversity issues from both viewpoints.

Any concerns about barriers to access are raised and discussed at these groups, with recommendations for action by LMH.

Learning and Development

We provide a comprehensive equality and diversity training programme for all our staff and as part of this training we take an in depth view of the needs of customers:

- Who have disabilities (also looking at the needs of carers)
- From different racial, religious and cultural backgrounds
- Who have different sexual orientations
- Who are undergoing gender reassignment
- Of different ages and sexes

Contractors

We share our Equality & Diversity Handbook with contractors, who are required to provide evidence of their own equality and diversity policies and procedures.

Alternative formats

We offer an interpreting and translation service to all our customers who may face difficulties in communicating with us. This includes large print, Braille, audio, other languages and British Sign Language. We also aim to provide staff that have undergone basic BSL training.



Customer service standards

The standards for this policy are:

- To maintain a profile of our customers in relation to their support needs, preferred means of communication, first language and minority background details and review this at regular intervals to ensure it is up to date
- Use this information to help us design and deliver services which match customers' needs and expectations, such as employment and skills, money advice or additional services or adaptations
- Provide a profile of the diversity of our customers in our annual report to tenants each year
- Provide a language translation facility and our printed literature in Braille, large print and audio upon request and monitor the take up of this service
- Assess which groups of customers are not using our services to ensure it is easy for all LMH customers to contact us
- Monitor satisfaction of those customers who have made use of LMH services across all diversity groups and aim for at least 85% satisfaction
- Respect the privacy of customers. Each customer will receive information on their rights and responsibilities and when we will contact them
- Seek to engage with as diverse a range of customers as possible to ensure those who do engage with us reflect the diversity of the communities in which we work.

Performance management

LMH sets performance targets for its equality and diversity objectives. Equality and diversity performance is rigorously monitored and discussed on a monthly basis by LMH's Leadership Team and quarterly by the LMH Board. Where relevant, reports will be submitted to the Customer Experience Committee.

Our equality and diversity performance is also monitored by the Customer Equalities Group and Your Voice.

LMH is a member of the Liverpool Equalities in Housing Group which discusses equality and diversity performance issues as part of its partnership working with other housing providers in the city and reports directly to Liverpool First for Housing, the strategic housing partnership. Through membership of Housemark, LMH will benchmark its service against other housing providers. We publish information about our performance via newsletters, the website and at area forums.



Customer satisfaction

Customer satisfaction with this policy will be gauged by closely monitoring satisfaction levels, interrogating complaints to identify where any patterns or trends are emerging, evaluating the outcomes of equality impact assessment focus groups and listening to suggestions and comments from the members of Your Voice and the Customer Equalities Group.

Satisfaction surveys will be completed by independent, external organisations to ensure accountability and transparency.

LMH will use this wide range of resources to make amendments to the policy if required and to amend procedures to reflect the changing needs of our customers.