


Action 1

Publication and promotion of Single Equality Scheme and action plans

Description

Produce a Single Equality Scheme in line with the provisions of the Equality Act 2010


Desired outcome	Due date	Performance
All customers, staff, contractors and partners can see LMH's commitment to achieving greater equality	31 December 2010	 Delivered

Action 2

Have a customer profile on 85% of LMH customers

Description

Have complete information on all LMH customers and be able to shape services around customer needs and priorities.


Desired outcome	Due date	Performance
Improved access to services and improved customer satisfaction. Clear evidence of services being influenced by customer profiling information	31 March 2013	 Some further work required

Action 3

Ensure LMH can communicate effectively with all its customers

Description

Use customer profiling data to ensure all LMH communications are available in different formats and tailored to suit individual needs.


Desired outcome	Due date	Performance
Improved access to services and improved customer satisfaction. Clear evidence of services being influenced by customer profiling information	30 June 2011	 Delivered

Action 4

LMH communications contain images that represent all sections of the communities we serve

Description

Review images contained in communication materials and on LMH website.


Desired outcome	Due date	Performance
Customers feel confident contacting LMH and accessing services	31 March 2011	 Delivered

Action 5

Use customer profiling data with the long term aim that LMH staff, contractors' staff and board members reflect the profile of LMH customers

Description

Clear evidence that shows customer profiling data is systematically used to influence the diversity of staff, Board members and contractors.


Desired outcome	Due date	Performance
Staff, contractors' staff and Board members reflect the diverse LMH customer base of LMH	March 2012	 Some further work required

Action 6

Ensure customers with alternative communication requirements are able to access LMH services in a cost effective way

Description

Analyse take up of requests for language translations and requests for literature in alternative formats to ensure the service provides value for money.


Desired outcome	Due date	Performance
Ensure translation service is value for money and accessible to customers	30 June 2011	 Delivered

Action 7

All managers involved in the recruitment of staff are aware of equalities legislation

Description

Ensure that all managers involved in recruitment and selection receive equalities training in line with the provisions of the Equality Act 2010.

Desired outcome	Due date	Performance
All recruitment to and within LMH is undertaken in line with equalities legislation	31 December 2011	 Delivered

Action 8

Provide support for lesbian, gay, bisexual & transgender (LGB&T) staff within LMH workforce

Description

Promote access to Liverpool's LGB&T staff support group within Liverpool Charity and Voluntary Services (LCVS), Armistead and other local support networks.


Desired outcome	Due date	Performance
LMH's LGB&T staff feel supported and valued within the workforce	31 December 2011	 Delivered

Action 9

Achieve the Navajo Charter Mark accreditation

Description

Positive steps are taken to welcome and encompass LGBT issues within LMH.

Desired outcome	Due date	Performance
LMH is seen as an LGBT friendly organisation	31 March 2013	 Some further work required

Action 10

Undertake an equality impact assessment on venues used for customer involvement activities for cultural and religious considerations

Description

Review all venues used by LMH to ensure they are accessible to as many customers as possible.

Desired outcome	Due date	Performance
As many customers as possible are able to access customer involvement activities	31 December 2011	 Delivered

Action 11

Ensure older tenants have access to advice and information about welfare benefits and income maximisation

Description

Work with LMH managers and external agencies to promote benefits and take up campaigns.


Desired outcome	Due date	Performance
All older tenants have access to surgeries facilitated by the Pension Service and RAISE	31 December 2011	 Delivered

Action 12

Improve engagement with younger customers

Description

Review and improve consultation mechanisms to attract younger people.

Desired outcome	Due date	Performance
Increase in participation at all levels of the business with younger people	31 March 2012	 Some further work required

Action 13

Review access to services by age

Description

Review who is accessing LMH services by age and develop an action plan to address any inequalities.

Desired outcome	Due date	Performance
No barriers to accessing LMH services and satisfaction is proportionate to age groups	31 December 2012	 Some further work required

Action 14

Raise the profile of hate crime with staff

Description

Raise awareness of the different types of hate crime with staff.

Desired outcome	Due date	Performance
Staff are aware of how to report and manage hate crime incidents	31 December 2011	 Delivered

Action 15

Develop partnerships with organisations representing disability groups in Liverpool

Description

Improve links with disabled service users and advocacy groups to provide disabled customers with information about services available.

Desired outcome	Due date	Performance
Improved satisfaction with services from disabled customers	March 2012	 Some further work required

Action 16

Use LMH website as a forum for consulting with disabled customers

Description

Increase access to LMH services by disabled people by promoting and encouraging use of website.


Desired outcome	Due date	Performance
Disabled people are more effectively involved in policy development and developing future priorities	31 December 2011	 Some further work required

Action 17

Review Aids and Adaptations Policy

Description

Develop a policy that addresses the needs of LMH's disabled customers to enable them to live independently in their own home.


Desired outcome	Due date	Performance
All staff and customers are clear about LMH's processes for managing aids and adaptations	December 2010	 Delivered

Action 18

Develop and maintain a database of accessible properties

Description

Increased staff knowledge of accessible homes throughout LMH's stock.


Desired outcome	Due date	Performance
Customers needing a more accessible property are able to be matched to those on data base	30 June 2011	 Delivered

Action 19

Retain Positive about Disabled People accreditation

Description

HR Policies and procedures are inclusive for disabled staff and job applicants.

Desired outcome	Due date	Performance
LMH is re-accredited each year	30 September 2013	 Some further work required

Action 20

Develop partnerships with organisations representing BME groups in Liverpool

Description

Improve links with BME services and advocacy groups to provide BME customers with information about services available.


Desired outcome	Due date	Performance
Improved services for BME customers	31 December 2012	 Some further work required

Action 21

Maintain close links with Liverpool BRM Housing Group

Description

Ensure LMH is represented at group meetings and achieves any actions allocated by Group.

Desired outcome	Due date	Performance
BME customers and staff can see corporate commitment to achieving greater race equality	30 April 2013	 Some further work required

Action 22

LMH staff are aware of hate crime policy and procedures

Description

All staff have a good working knowledge of the hate crime policy and procedures and are able to report a hate crime and signpost customers.


Desired outcome	Due date	Performance
General awareness raised and staff are able to deal effectively and efficiently with any reported cases	31 December 2011	 Delivered

Action 23

Increase confidence in BME, disabled and LGBT customers that LMH takes hate crime seriously

Description

Publicise policy for hate crime, highlighting action against perpetrators.


Desired outcome	Due date	Performance
General awareness raised and an increase in the number of incidents reported. Satisfaction rates monitored via ASB satisfaction questionnaires	31 December 2011	 Delivered

Action 24

Provide equality and diversity training for all staff

Description

Staff learn about the needs of different communities and how they may be affected by the ways in which LMH delivers its services.

Desired outcome	Due date	Performance
Staff are aware of relevant issues and consider them in their dealings with customers and other colleagues, leading to excellent customer services being delivered	31 March 2012	 Some further work required