



Equality, Diversity and Inclusion Policy

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Equality Impact Assessed	
Approved By:	Executive Director Housing and Business Development
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1.0. Purpose and scope

- 1.1. livin is committed to achieving, sustaining and improving EDI in all of its areas of operation. This includes fostering cohesive relationships based on trust and respect within socially and economically balanced communities.
- 1.2. This policy outlines the principles, values, objectives and commitments at livin to ensure equality, diversity and inclusion (EDI) in all areas of its operation.

2.0. Principles

- 2.1. livin's Forever Plus values underpin the approach to delivering the mission and vision. The values most relevant to EDI are Fairness, Respect and Unified. These are the key principles/values on which the framework for EDI will be developed.
- 2.2. Central to this is ensuring that services are equally accessible and adaptive to the diverse needs of individuals and communities alike by using customer intelligence in a systematic way to offer great customer service.
- 2.3. livin's People strategy and underpinning HR policies and procedures will enable and challenge employees to realise their own ambitions. Except where a genuine occupational requirement can be justified, equal opportunity will be applied in all employment matters and livin will develop modern, flexible and inclusive practices to capitalise on the diverse perspectives and skills of its people.
- 2.4. livin will not tolerate less favourable treatment of anyone on the grounds of their gender, age, race, disability, marriage or civil partnership, sexual orientation, pregnancy or maternity, religion or other belief, transgender status or any other reason which cannot be shown to be justified.

3.0 Responsibilities

- 3.1 This policy applies to all staff, managers, Board members, contractors and anyone acting on behalf of livin in the exercise of their duties.
- 3.2 The competency framework and all job descriptions/person specifications outline the shared and distinct responsibilities and skills required for all employees and Board Members relating to EDI.
- 3.3 It is expected that livin's customers will discharge their responsibilities under their tenancy agreement in a way that does not impinge upon the rights, freedoms or dignity of others and specific clauses are incorporated into the tenancy agreement that make this obligation clear.

3.4 This Policy forms part of an EDI framework which underpins the Business Strategy and consists of the following strategic documents;

- EDI Strategy and Action Plan
- Equality Impact Assessment (EIA) Programme

3.5 livin has developed a clear strategy framework that supports the achievement of the high level objectives and performance indicators. The EDI Policy and Strategy provide explicit support to the broader aims within the following parent strategies:

- Customer Service Strategy
- People Strategy
- Sustainable Tenure Strategy
- Sustainable Communities Strategy

3.6 The Policy is also linked to the following policies and procedures;

- EC-09 - Equality and Diversity in Employment Procedure
- ER-11 - Dignity at Work Procedure
- RH-01 - Hate Crime and Hate Incident Policy

4.0. Policy commitments

4.1 It is the aim of livin to embed EDI into all its activities. This aim will be achieved via a range of methods including but not limited to the following:

Legal and regulatory compliance

- Taking all necessary actions to discharge and exceed legal obligations to ensure equality of opportunity, elimination of discrimination and exclusion;
- Setting challenging equality objectives and targets in relation to service delivery and employment;
- Auditing services to ensure legal compliance with the Equality Act, the Public Sector Equality Duty and the HCA Tenant Involvement and Empowerment Standard;
- Taking positive action to address social, economic and environmental disadvantage
- Establishing an EDI forum as a vehicle for continuous improvement and monitoring the successful implementation of actions identified through EIAs;

Business and Customer Intelligence

- Implementing measures to improve the data quality of the information held on the protected characteristics of customers;

- Using business and customer intelligence to forecast changes in the demographics of communities and keeping abreast of the challenges presented by political, economic, social and technological change;
- Partnering with relevant community forums representing the interests of people with protected characteristics to obtain expert insight into how the outcomes from the EDI framework are being applied and received;
- Ensuring EDI is an underpinning principle in all services provided by livin and all activities undertaken by the business and its partners;
- Ensuring the diverse needs of customers are incorporated into the design of services via equality impact assessments (EIAs), resident involvement and scrutiny reviews;
- Monitoring real-time business, customer and employee intelligence in relation to EDI via digital dashboards, diagnosing emergent issues and implementing action plans to eliminate discrimination and mitigate against any adverse impact;
- Benchmarking livin practices in relation to EDI via the achievement and retention of relevant awards and external accreditations.

Accessing livin services

- Adapting livin's service offer to meet the needs of a diverse customer population
- Providing bespoke support, or commissioning partners, to ensure that inequality of resources and access within wider society does not limit the opportunity of all customers from benefitting from the services provided by livin;
- Ensuring services are accessible via a variety of different methods and the opportunities presented by digital and social media are maximised to extend access to socially excluded communities and to encourage participation in shaping livin services;
- Ensuring that livin's externally available publications and communications are accessible and reflect the commitment to EDI;

Sustaining tenancies

- Identifying where protected characteristics of customers indicate risk of vulnerability or the possibility of a failure to sustain a tenancy, and working with the individual and partner agencies to mitigate this risk;
- Implementing a zero tolerance approach to all forms of bullying, harassment, victimisation and discrimination on the basis of protected

characteristics, taking a fair and proportionate approach via appropriate procedures that protects both the alleged victim and perpetrator whilst a fair and balanced investigation takes place;

- Partnering with other public bodies to provide synergistic, complementary services to people in our communities, addressing matters of shared interest and concern in a cohesive way;
- Implementing pro-active measures to reduce the likelihood of inequalities occurring and responding promptly to address allegations of unfair treatment or discriminatory behaviour from or toward customers or staff;

Employment and training

- Ensuring all job descriptions and person specifications include only requirements that are necessary and justifiable for the effective performance of the job;
- Ensuring all vacancies are advertised in a fair and transparent way, to ensure that employment opportunities are open to all and appointments are based on merit according to subjective criteria;
- Recruiting and promoting people in line with our values and emphasising the value we place on fairness, respect and unity in delivering on these EDI commitments;
- Communicating the EDI Policy and values of livin to all its tenants, customers, employees, Board members, Scrutiny Members and contractors;
- Ensuring that the working environment is non-threatening and supportive;
- Providing appropriate, relevant, customised EDI learning and development to employees, Board members, involved residents and the scrutiny community and ensuring employees of contractors and partners are developed to an equivalent standard;
- Developing the knowledge, skills and abilities of livin employees to enable them to appreciate and celebrate difference and provide great customer service at all times;
- Providing information to livin employees that enables them to identify the specific needs of individual customers and providing resources that allow them to adapt their approach to meet these needs

Use of contractors, consultants and partner agencies

- Achieving EDI in procurement and the supply of goods by ensuring that this policy is applied to work carried out by partners, external consultants and contractors of the business;

- Implementing robust monitoring processes and partnering on key EDI improvement initiatives to ensure that livin's contractors and partners are equally committed to EDI and apply adequate policies and procedures to realise this;

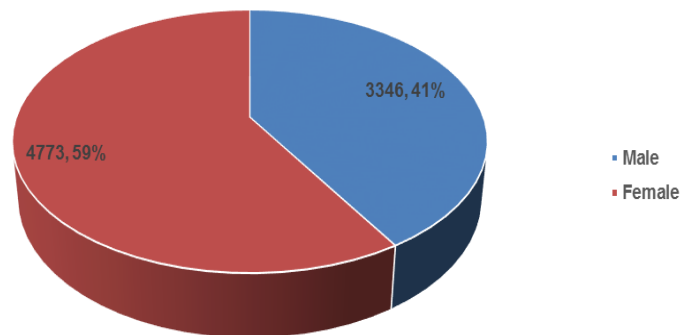
5.0 Monitoring and Review

- 5.1 This Policy will be monitored via the arrangements set out in the supporting strategy and via PIs within the Performance Management Framework. It will be updated and considered for future approval in line with the Scheme of Delegations.
- 5.2 Decisions on the referral of the updated policy up the decision-making governance structure will be made by Senior Management Team depending on the scope/extent of impact of future changes.

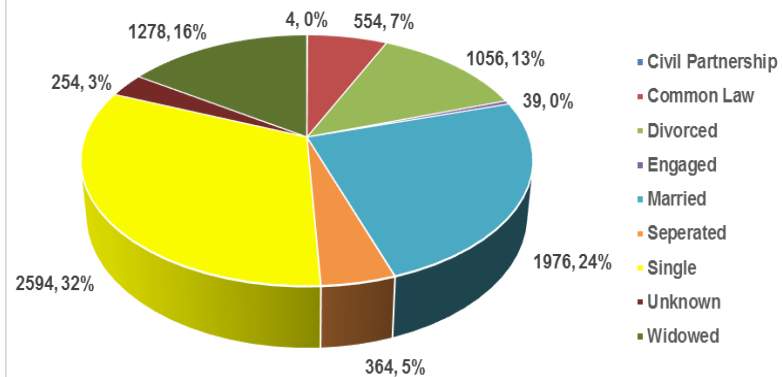
End of Policy

Appendix 2

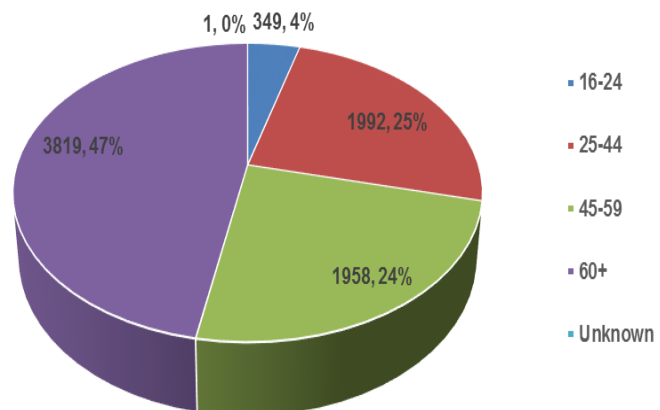
Gender - livin lead tenants



Marital Status - livin lead tenants



Age - livin lead tenants



Declared Disability - livin lead tenants

