



Equality, Diversity and Inclusion Policy

Reference Number:	BPI-01
Date Policy Created:	March 2009
Date of Last Revision:	November 2019
Date Policy Effective From:	15 December 2016
Equality Impact Assessed	N/A
Approved By:	Board
Date Approved:	12 December 2019

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1.0. Purpose

- 1.1. Livin is committed to achieving, sustaining and improving equality, diversity and inclusion (EDI) across the organisation. This Policy sets out our commitment to equality, diversity and inclusion in employment and service delivery.
- 1.2. This policy outlines the principles, values, and commitments we are making at Livin to ensure equality, diversity and inclusion is embedded across the organisation.
- 1.3. We are serious about equality and treating people fairly. We value diversity, and recognise the benefits of employing a diverse workforce.
- 1.4. Through our work in providing social housing, and as an employer, we will help ensure fair treatment for all members of the community, regardless of race, ethnic origin or nationality, disability (whether mentally or physical), age, gender, marital or family status, sexual orientation, or transgender status.

2.0 Our Commitment

- 2.1. The aspirations and life experiences of our communities are important to the vision and values of Livin. We recognise that there can be many barriers to achieving equal opportunities and outcomes.
- 2.2. Our commitment is to make sure that no individual or group experiences unfair treatment, through the services we provide or the employment opportunities we offer.

3.0 Our EDI Principles

- 3.1. Our values of excellence, enterprise and productive underpin the approach to delivering our aim to provide great homes, sustain strong communities and build a successful future. These are the key principles/values on which the framework for EDI is based with a focus on ensuring Plan A is delivered in a fair and equitable way.
- 3.2. Central to this is ensuring that our services are accessible and flexible to the different needs of individuals and communities by using customer intelligence in a systematic way to delivers a brilliant customer experience that meets the personalised needs of our customers.
- 3.3. Our HR policies, procedures and practices enable and challenge employees to achieve their full potential and maximise their contribution to Livin. Livin will develop modern, flexible and inclusive practices to benefit from the different perspectives and skills of its employees.

4.0 Responsibilities

- 4.1. Board members are expected to be role models for EDI behaviours and values and hold Livin to account in delivering inclusive outcomes for all.

- 4.2 The Executive Management Team is responsible for creating a shared EDI culture and vision across Livin.
- 4.3 All managers are responsible for designing and delivering inclusive services. They are also responsible for managing people in ways that break down barriers and include a different range of views and experiences.
- 4.4 Employees are responsible for working towards creating positive outcomes for all those they work with. All employees are responsible for creating an environment with colleagues and within our communities, which is free from discrimination, prejudice, disadvantage, victimisation and harassment.

5.0 Equality Legislation and Regulation

- 5.1 We have specific responsibilities under the Equality Act 2010 to promote equality of opportunity. We must ensure that customers and employees are not discriminated against in relation to the nine 'protected' characteristics.

These characteristics are:-

- Sex
- Race
- Disability
- Age
- Religion and belief
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity
- Gender re-assignment

- 5.2 The Equality Act makes discrimination unlawful in relation to these characteristics. We have a legal obligation to ensure we do not discriminate, prejudice, victimise or harass any customer or employee on these grounds.

Public Sector Equality Duty

- 5.3 We are not a public body but is required to comply with the Public Sector Equality Duty in the provision, allocation and management of social housing.
- 5.4 The Public Sector Equality Duty requires us to give “due regard” or think about the need to:
- Eliminate unlawful discrimination, harassment and victimisation
 - Advance equality of opportunity
 - Foster good relations (tackling prejudice and promoting understanding).

Regulatory Requirement

- 5.5 We are also required to meet with the Regulator of Social Housing’s “Tenant Involvement and Empowerment Standard”. This requires us to:

- Treat all tenants with fairness and respect
- Demonstrate that they understand the different needs of their tenants, including in relation to the protected characteristics and tenants with additional support needs.

6.0 Policy Commitments

6.1 We will:

Business and Customer Insight

- Implement measures to improve the quality of the information held on the protected characteristics of customers.
- Ensure EDI is an underpinning principle in all our services and activities.
- Ensure the different needs of customers are built into the design of services via Equality Impact Assessments (EIAs), transactional feedback resident involvement/customer voice opportunities and scrutiny reviews.
- Use feedback from employees to understand emerging issues and put into practice action plans that remove any alleged discrimination and mitigate against any adverse impact.

Accessing our Services

- Personalise our service offer to meet the needs of different customers.
- Ensure services are accessible in a number of different ways and the opportunities presented by digital and social media are used to allow access to socially excluded communities and to encourage customers to take part in shaping our services.
- Ensure externally available publications and communications are accessible and reflect the commitment to EDI.

Sustaining tenancies

- Work with individual and partner agencies to minimise risk where the protected characteristics of our customers could indicate risk of vulnerability, or the possibility of a tenancy failing.
- Apply a zero tolerance approach to all forms of bullying, harassment, victimisation and discrimination on the basis of protected characteristics.

- Implement pro-active measures to reduce the likelihood of inequalities occurring and responding promptly to address allegations of unfair treatment or discriminatory behaviour from or towards customers or employees.

Employment and training

- Ensure job adverts are equitable, fair and clear to ensure that employment opportunities are open to all and appointments are based on merit according to agreed criteria.
- Recruit and promote people in line with our values.
- Communicate the EDI Policy to all our employees, Board Members, Contractors and anyone acting on behalf of Livin in the exercise of their duties.
- Ensure that the working environment is non-threatening and supportive.
- Provide EDI learning and development to employees and Board Members.
- Develop the knowledge, skills, and abilities of employees to enable them to appreciate difference and individual needs to provide a great customer experience at all times.
- Provide information to employees to help them identify the different needs of individual customers and provide resources that allow them to adapt their approach to meet these needs.

Use of contractors, consultants and partner agencies

- Ensure EDI in the procurement and the supply of goods and services. We will ensure all external suppliers working on behalf of Livin reflect our EDI commitments, delivering the principles of this policy when working with our customers and within communities.
- Apply monitoring processes to ensure that Livin's contractors and partners are equally committed to EDI and apply policies and procedures to realise this.

7.0 Complaints

- 7.1 Any feedback or complaint relating to discrimination or unfair treatment during service delivery will be handled in accordance with Livin's **Procedure for Handling Customer Complaints and Feedback**.
- 7.2 Any feedback or complaint relating to discrimination or unfair treatment during employment will be handled in accordance with Livin's **Dignity at Work or Grievance Procedure**.

8.0 Monitoring and Review

- 8.1 This Policy will be monitored via an Annual Equality, Diversity and Inclusion Monitoring Report submitted to Livin's Housing and Assets Committee.
- 8.2 This policy will be reviewed no less than every three years. However, there will be an automatic review of this policy whenever there is a change of statutory or regulatory provisions, or when other best practice information becomes available that will impact on the policy.

End of Policy