



Loreburn Group

Equality & Diversity Policy

Policy	Equality & Diversity Policy					
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Policy champion	Director of Corporate Services					

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1 Purpose of this Policy

- 1.1 At LHA it is of paramount importance that equality, diversity and inclusion are embedded into everything that the organisation does. LHA are committed to upholding the rights of those with protected characteristics, as outlined in the Equality Act 2010. These are listed as: age, disability, ethnicity, race, gender or sex, gender reassignment, religion or belief, sexual orientation, pregnancy and maternity and marital status. This commitment applies to all interactions LHA have with staff, tenants and other stakeholders.
- 1.2 This policy recognises that treating every individual the same does not necessarily result in fairness. Instead, it promotes equality of opportunity by addressing different needs and removing potential barriers. LHA's goal is to develop a framework in which has the support and conditions necessary for anyone to succeed.
- 1.3 This policy is guided by our Equality, Diversity and Inclusion Strategy.

2 Related Policies, Procedures & Documents

- 2.1 This policy should be read in conjunction with the following LHA policies and procedures:
 - Complaints Policy
 - Grievance Policy
 - Communications Promise
 - Equality & Diversity Strategy



3 Aims of this Policy

- 3.1 To promote fairness and respect, ensuring all individuals are treated with dignity regardless of background or protected characteristics.
- 3.2 To integrate equality, diversity and inclusion principles into all aspects of the organisation.
- 3.3 To recognise the value of a diverse workforce and diverse communities whilst ensuring services are tailored to meet the needs of all stakeholders.
- 3.4 To ensure legal compliance whilst also ensuring all practices are completely ethical in their nature.
- 3.5 To support the Equality & Diversity Strategy.
- 3.6 Ultimately, the main policy aim is to prevent all forms of discrimination in line with the Equality Act 2010.

4 Loreburn's Promises

- 4.1 To support this policy and promote diversity and inclusion LHA will:
 - Treat all colleagues, tenants, and stakeholders fairly and with respect.
 - Promote a culture of equality of opportunity and diversity within Loreburn and the communities.
 - Implement diverse communication and engagement practices to ensure availability.
 - Consider equality, diversity and inclusion when designing and delivering services, adopting policies and in our employment practices.
 - Recognise and value the different contributions that individuals make.
 - Promote a working environment that is free from discrimination, bullying and harassment.
 - Take strong action against direct and indirect discrimination, harassment, and victimisation.
 - Regularly monitor and reflect on the diversity of staff, tenants and management committee to ensure representation and inclusivity which will help inform strategies promoting equitable participation and opportunity.
 - Ensure key organisational policies have been assessed utilising Equality Impact Assessments which encompass the protected characteristics and more.



4.2 Additionally, LHA will ensure this policy is adhered to by external parties – such as contractors – by:

- Only appointing contractors, consultants and agents who have an equality and diversity policy which is broadly consistent with LHA's.
- Ensure that contractors working in occupied dwellings are prepared to sign up to LHA's guidelines and will cease working with them if there is a substantial and unresolved breach of the guidelines, as far as is practicable in line with legislation.
- Ensure that selection of consultants and contractors is fair and non-discriminatory in line with our procurement policy.

5 Complaints

- 5.1 LHA is committed to valuing complaints and ensuring the organisation benefits from feedback provided.
- 5.2 LHA is fully compliant with the Model Complaints Handling Procedure set by the Scottish Public Services Ombudsman (SPSO). Any complainant that has exhausted internal procedures has the right to escalate their complaint to the SPSO.

6 Equality, Diversity & Inclusion

- 6.1 LHA aims to ensure that equality, fairness, dignity and respect are central to how tenants are treated. LHA support diversity and uphold equal opportunities in all areas of work, as an employer and service provider.
- 6.2 LHA will not discriminate against tenants, staff, visitors or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010)

7 Policy Review

- 7.1 The Policy Champion is the Director of Corporate Services.
- 7.2 This policy will be reviewed every 3 years or sooner due to legislative or substantive changes occurring.

