

Loreburn Group

# Equality and Diversity Policy



**Creating Great Places to Live**

<b>Policy</b>	Equality & Diversity Policy									
<b>Version Reference</b>	1									
<b>Approved by</b>	MC			LET				MT		
<b>Date of Approval</b>	2019									
<b>Review Period</b>	Every 3 Years <b>or</b> as legislation or substantive changes occur									
<b>Review Due</b>	2022									
<b>Policy Champion</b>	Head of People & Culture									
<b>Who this policy affects</b>	Staff	X	Customers	X	Contractors	X	Members of the Public	X		
<b>Where this policy affects</b>	General needs	X	Sheltered	X	Supported	X	Offices/staff base	X		

## 1. Purpose of this Policy

At Loreburn, we recognise the importance of equality, diversity and inclusion and are committed to embedding these core principles in everything we do. There is no place at Loreburn for discrimination on the grounds of age, disability, ethnicity, race, gender or sex, transgender status, religion or belief, sexual orientation, pregnancy and maternity or marital status. This applies to all interactions with employees, customers and stakeholders. We believe everyone should have the opportunity to fulfil their potential and be treated with dignity and respect.

We understand that equality does not simply mean treating everyone the same. To us, equality is about developing a framework within which people are treated according to their needs but with equal respect and fairness. We will make an extra effort to ensure particular groups more susceptible to prejudice and discrimination are able to access opportunities and services and are supported in doing so.

## 2. Legislative Background

Loreburn will comply with duties and obligations under the Equality Act 2010 and will take all steps to counteract any form of prejudice and discrimination, whilst adhering to legislative guidance.

All colleagues and committee members have responsibility for proactively adhering to and promoting the spirit of this Policy.

## 3. Associated Policies

If a customer or member of the public contacts you and advises that they believe they have been discriminated against, or believes that we are not adhering to this Policy, you should give them the contact details of the the Customer Engagement Manager and refer them to our Complaints Policy. All colleagues wishing to raise a similar complaint should refer to the Grievance Policy.

## 4. Aims of this Policy

For us equality, diversity and inclusion are about recognising and valuing difference across our customer and employee bases. It is also about fairness in its broadest sense; stretching beyond areas already covered by legislation.

The aims of this Policy are central to our Vision. Any breach of this Policy will be viewed very seriously and may result in disciplinary action in the case of colleagues or committee members.

## 5. Equality and Diversity – Loreburn’s Promises

To support this policy and promote equality, diversity and inclusion we will:

- treat all colleagues, customers and stakeholders fairly and with respect
- promote a culture of equality of opportunity and diversity within Loreburn and our communities
- implement diverse communication and engagement practices to ensure we are readily available and approachable to our communities and stakeholders
- take into account 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 an environment in our properties and offices that is free from discrimination, bullying and harassment
- take strong action against direct and indirect discrimination, harassment and victimisation
- monitor the composition of our staff, customers and management committee and be mindful of their composition.

To ensure this policy is upheld by external parties representing Loreburn we will:

- only appoint contractors, consultants and agents who have an equality and diversity policy which is broadly consistent with our own aims
- ensure that contractors working in occupied dwellings are prepared to sign up to our customer care 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 our selection of consultants and contractors is fair and non-discriminatory in line with our procurement policy

## 6. Complaints

Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement.

Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.

Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn’s complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

## 7. Equality, Diversity & Inclusion

Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.

Loreburn will not discriminate against tenants, staff, visitors, suppliers 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).

## 8. Risk Management

Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.

Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by regular review of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance.

## 9. Responsibilities Chart

The below chart illustrates the responsibilities of all staff pertaining to this policy:

<b>Responsibilities</b>	<b>Man. Comm.</b>	<b>CEO</b>	<b>LET</b>	<b>Managers</b>	<b>Assistant Managers</b>	<b>All Employees</b>
Approve Policy	X					
Lead by example in application of Policy	X	X	X	X	X	
Take proactive steps to resolve issues	X	X	X	X	X	X
take ownership of issues that are impacting on you and seek redress at an early stage						X
To co-operate in the application of the policy						X

### 1. Policy Review

The Policy Champion is the Head of People & Culture

This policy will be reviewed by the Policy Champion every 3 years or sooner as required due to legislative or regulatory change.

## Policy Assessment Checklist

### Health & Safety Assessment

**Does this policy have the potential to affect:**

Lone Working	No
Safety and/or wellbeing of customers	No
Safety and/or wellbeing of employees	No
<b>Have the above items been considered in the preparation of this policy?</b>	<b>Yes</b>

**Comments:**

### Equality, Diversity & Inclusion Assessment

**Does this policy have the potential to affect:**

Staff's rights to equal opportunities	Yes
Tenants' / Customer's rights to equal opportunities	Yes
Tenants' / Customer's ability to access to homes and/or services	Yes
<b>Have the above items been considered in the preparation of this policy?</b>	<b>Yes</b>

**Comments:**

### Agile Working Assessment

<b>Agile working requirements have been considered and addressed in the preparation of this policy:</b>	<b>Yes</b>
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