

# Equality & Diversity Policy Statement



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## PURPOSE

### One

Family Mosaic provides services to a wide range of people including some of the most disadvantaged sections of the community. We have a duty to respond positively to this social diversity in the delivery of our services, as an employer and as a partner in the areas where we operate.

### Two

We provide services to meet the individual needs and expectations of our customers. We are committed to ensuring that everyone has equal access to us regardless of their:

- Age;
- Disability;
- Ethnicity;
- Gender reassignment;
- Marriage and civil partnership;
- Nationality
- Pregnancy and maternity;
- Race;
- Religion or belief (including a lack of belief);



- Sex; and
- Sexual orientation.
- Any other group that is potentially marginalised in accessing our services

### Three

Our services must be relevant, responsive and sensitive, and be perceived as fair and equitable by our customers, our partners and the wider community. We will ensure that contractors, and others, who work on our behalf, share this commitment.

### Four

A diverse workforce that reflects our community is critical to our business. We will recruit, develop and

retain talented people by encouraging and developing their varied skills and experiences, by treating them fairly, by acting against harassment and discrimination, and developing an open culture that values differences.

### Five

As a five star provider of housing and support services, we recognise the importance of leadership in ending discrimination and promoting tolerance, fairness, community cohesion and equality. We work with all our partner agencies to develop environments that are tolerant, compassionate and respectful.

## INTRODUCTION

**This policy addresses disadvantage in relation to all those groups with ‘protected characteristics’ referred to in the Equality Act 2010 listed below:**

- Age;
- Disability;
- Ethnicity;
- Gender reassignment;
- Marriage and civil partnership;

- Nationality;
- Pregnancy and maternity;
- Race;
- Religion or belief (including a lack of belief);
- Sex;
- Sexual orientation; and
- Any other group that is potentially marginalised in accessing our services.

The strategy takes account of relevant legislation up to and including the Equality Act 2010.

Family Mosaic has set up an Equality and Diversity Forum (EDF) representing each department within the organisation in order to provide leadership, oversee policy development, and monitor performance against the strategy and other standards, including:

- Legislation;
- Regulatory requirements; and
- Best practice.



## Key Areas

This document is structured to address the 10 areas which GPN8 identifies as key areas. It is important to note that these key areas apply across all Family Mosaic's service provision, including both general needs housing, and care and supported housing:

- Access & customer care;
- Lettings of housing;
- Housing services (ref: Human Rights at Home);
- Customer participation;
- Anti social behaviour (ASB);
- Procurement and supply;
- Governance;
- Staff and employment;
- Development and regeneration; and
- Buying homes.

## Access and Customer Care

We intend to provide a five star service to residents and service users that takes account wherever possible of needs and preferences. Our buildings, staff and services will be accessible to all residents and other users.

**We will analyse information and feedback on our services to help minimise direct and indirect discrimination.**

To achieve this we will:

- Conduct accessibility audits to comply with the Disability Discrimination Act 1995 and identify areas for improvement;
- Offer services such as language line, translations and induction loops;
- Maintain a customer profile to identify vulnerability and help target our services appropriately;
- Act on feedback from customers, including any difference in satisfaction and levels of service access among groups;

- Work in partnership with others, including local authorities, other statutory bodies and voluntary groups;
- Train front line staff in communication techniques and to be aware of how to respond to cultural and other issues around language and literacy;
- Produce publications in plain English and in consultation with customers and ensure written communication is easy to understand;
- Ensure customers can access our services easily by telephone, in person or electronically;
- Improve the range of services and information we offer on our website; and
- Ensure our complaints process is accessible to all.



## Letting Housing

**We intend to ensure that our lettings policies are fair and transparent.**

To achieve this we will:

- Annually review lettings against targets using CORE reports and PI data;
- Review our allocations procedures periodically and work with local authority partners to ensure nominations are representative and promote community cohesion;
- Work with our partners to ensure that best use is made of homes where aids and adaptations have been fitted in line with our A&A Policy; and
- Show sensitivity in allocation of housing with respect to the needs of those from groups with 'protected characteristics' [as defined in the 2010 Equality Act], and taking into account any feedback from such diverse and / or disadvantaged groups.

## Housing Services

**We will take steps to ensure that no one receives a poorer service because they are from a group with 'protected characteristics'.**

To achieve this we will:

- Monitor the provision of services, levels of satisfaction and complaints to ensure that specific groups are not disadvantaged;
- Ensure that tenants from all groups are given access to services;
- Treat seriously any complaints by tenants who believe that

they received services that were delivered with less care because of a diversity issue;

- Provide regular training and guidance to staff on equality and diversity issues affecting social housing services;
- Ensure that during major repairs and improvement the individual requirements of residents are considered; and
- Take action to ensure that the needs of all groups for supported housing and related care services are considered, and that no groups are under or over-represented.



## Customer Participation

We intend to have customer involvement that is representative in line with this strategy's diversity criteria. We will provide means of getting involved that meet the individual preferences of customers.

To achieve this we will:

- Monitor the profile of customers involved in our range of opportunities;
- Promote involvement from under-represented groups and any customer network groups for under-represented and disadvantaged groups;
- Offer a range of options for consultation and

involvement that suit a variety of needs;

- Provide training on equalities and diversity for customers who are involved in formal structures;
- Support customer groups to ensure they operate in an open and inclusive way and ensure they have understanding of under-represented groups and their needs.

## Anti-Social Behaviour (ASB)

We will respond to and support customers who report domestic violence and harassment.

**We will take a zero tolerance stance in regard to Anti-social Behaviour whilst responding to all incidents in ways that are lawful (usually sanctioned by a court order), necessary and proportionate.**

To achieve this we will:

- Ensure that we have an anti-social behaviour and harassment policy which is robust and up to date;
- Ensure that tenants and other residents are aware of our anti-social behaviour policy;
- Offer fast and effective action including support to those suffering harassment;
- Ensure staff understand their responsibilities;
- Take legal action, where appropriate, against perpetrators, always showing zero tolerance to such anti-social behaviour;
- Provide support to victims, including partnership working with other agencies; and
- Ensure that customers know how to report ASB.



## Procurement and Supply

**We will only work with organisations that share our commitment to equalities and diversity in their employment practices and service delivery.**

To achieve this we will:

- Work with contractors, consultants and suppliers that demonstrate good practice and have their own equality and diversity procedures or sign up to ours;
- Make it a condition of doing business that contractors and suppliers offer all our customers high quality service and deal effectively with any breach of their standards; and
- Take up complaints on behalf of residents who are dissatisfied with the service provided by contractors and suppliers, and properly deal with complaints of discriminatory behaviour, whether complaint against the contractor / supplier, or complaint by the contractor / supplier.

## Governance

**Our boards will be broadly representative of our communities and will provide leadership and direction in relation to equality and diversity.**

To achieve this we will:

- Have recruitment and selection processes for the Board which are fair and transparent and which encourage applications from underrepresented groups, including those identified in the Equalities Act 2010. Also that the Board takes an overall responsibility to

ensure that the needs of customers and staff with 'protected characteristics' under the 2010 Act are met;

- Set, monitor and aim to achieve equality and diversity targets in relation to board membership;
- Provide training for Board members on equality and diversity;
- Report to the Board on equality and diversity performance; and
- Ensure all Board members are aware of the standards of behaviour expected of them.





## Staff and Employment

**We intend to have a workforce that will be representative of the communities we serve at all levels. We will ensure our environment is inclusive of all staff, making reasonable adjustments where necessary. We will ensure staff demonstrate commitment to Equality and Diversity.**

To achieve this we will:

- Have a fair and transparent selection procedure;

- Ensure we collect information on staff diversity and devise strategies to address serious underrepresentation of particular groups;
- Provide training to all new staff on equality and diversity as part of their induction and ensure any changes to policy or practice are communicated to all staff. This includes the needs of specific minority groups included in the Equalities Act 2010;
- Ensure all staff members understand the standards

of behaviour expected of them and that any perceived breaches, such as inappropriate remarks or unequal treatment, are dealt with;

- Carry out staff attitude surveys every 3 years, specifically addressing equality and diversity and monitoring respondents' profiles;
- Review policies to ensure they are inclusive and comply with equality and diversity legislation and best practice;



- We will capture equalities issues when we are doing exit interviews; and
- Promote and encourage individual staff network groups for mutual support, with possible links into corporate diversity policy and practice discussion. Such groups might represent BME staff; staff with Disabilities; Lesbian, Gay, Bisexual and Transgendered staff; those representing a Gender group; Faith group; Age group; or any other group where a need for a network is perceived.

## Development and Regeneration

We will promote cohesive communities and place equality and diversity within the framework of development and regeneration initiatives.

To achieve this we will:

- Use customer profile and monitoring information to ensure development activity is delivered appropriately to the whole community;
- Carry out reviews, impact assessments and customer satisfaction on all our developments; and
- Ensure that our development and regeneration work engages with local communities in order to understand different perspectives.
- Strive to ensure that our regeneration work improves the quality of life for residents including hard to reach and minority groups.

## Buying Homes

We will take steps to ensure that no one is disadvantaged in accessing Family Mosaic home ownership because they are from a group with ‘protected characteristics’.

To achieve this we will:

- Monitor the provision of shared ownership, levels of satisfaction and complaints to ensure that specific groups are not disadvantaged





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