

## Questionnaire Introduction

### Why equality, diversity and inclusion (EDI) is important at emh

To be the best housing and care provider we can be, we need to attract, grow and engage with talented people from many different backgrounds, heritages and lifestyles, and support and develop them to reach their full potential. Our Group is one where openness is not only possible but is welcomed as a central part of who we are as an organisation.

We believe that diversity in all its forms delivers greater impact in our service provision and the experience of our staff, board members and involved residents. To help us achieve this goal we need to build diverse teams, and embed equality, diversity and inclusion values and practices in all we do.

Our vision for equality, diversity and inclusion is to champion change, break down barriers that hold people back, and create opportunities for people to succeed. Collecting on progress quality, diversity and inclusion data is not just about complying with legislation (e.g. The Equality Act and Pay Gap Reporting). It also enables us to understand how we're doing, take positive action to address inequality and under-representation, and create a culture and environment that enables every individual to flourish.

Each year we ask all our residents, staff and board members to spend 3-5 minutes answering the following questions so we can monitor and improve equality, diversity and inclusion.

We will treat your personal information in strict confidence and anonymise it for any reporting purposes. We will not pass on your personal information to any third parties without your prior agreement. Personal data will be held securely by EMH GROUP in accordance with the General Data Protection Regulations (GDPR) and Data Protection Act 2018. You can read our privacy statement [here](#)

Below, we have included some information about why we ask these questions. The questions are devised based on information gathered by the Office of National Statistics (ONS) as this enables us to compare our data with national and regional datasets.

Question No	The purpose of the question, why we ask it and how we will use the information.
1.Contact details	<p>We use this data to</p> <ul style="list-style-type: none"> <li>• Compare &amp; analyse the data locally and regionally and assess changes over time</li> <li>• Ensure we can contact residents and confirm who they are</li> </ul>
2. Age/DOB	<p>We use these data to</p> <ul style="list-style-type: none"> <li>• ensure equal representation of the population (locally and regionally) and monitor whether any age discrimination may be occurring and whether there may be barriers through recruitment, performance management, career progression, access to training and qualifications</li> <li>• compare a wide range of age data and addressing stereotypes associated with age</li> <li>• perform the tenancy contractual obligation i.e. ensuring that the individual is of working age/legal age to hold a tenancy etc.</li> <li>• confirm eligibility for claiming benefits and to support residents in making a claim.</li> </ul>
3. & 4. Sex & Gender	<p>The following definitions describe the difference between sex and gender</p> <ul style="list-style-type: none"> <li>○ <b>Sex</b> refers to the biological aspects of an individual as determined by their anatomy, something that is assigned at birth.</li> <li>○ <b>Gender</b> identity is a personal, internal perception of oneself and so the gender category someone identifies with, may not match the sex they were assigned at birth.</li> </ul> <p>We use these data to</p> <ul style="list-style-type: none"> <li>• enable us to identify any bias and or barriers we may have regarding access to housing/services</li> <li>• monitor whether transgender/non-gender-binary/transsexual people can access housing/services.</li> <li>• monitor whether there is a disproportionate number of anti-social behavior or harassment cases directed towards those with gender reassignment.</li> </ul>
5. Nationality	<p>The following definitions describe the difference between nationality and ethnicity</p> <ul style="list-style-type: none"> <li>○ Your nationality is the country you come from; a person's nationality is where they are a legal citizen, usually in the country where they were born.</li> <li>○ Ethnicity - a group of people whose members identify with each other through a common heritage, often consisting of a common language, common culture (which can include a religion) and or an ideology which stresses a common ancestry.</li> </ul> <p>We use these data to</p>

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	<ul style="list-style-type: none"> <li>• analyse and compare the nationality of residents with regional or national data or look at immigrant v native population. Knowing an individual's nationality may become more relevant with regards to Brexit, nationalities may become more relevant in the lead in to Brexit.</li> <li>• understand whether people have <u>the right</u> receive public services such as social housing. Ethnicity does not necessarily tell you that.</li> <li>• define who may need language support &amp; the ability to provide access to services to those who need it.</li> <li>• monitor whether there is a disproportionate number of anti-social behavior or harassment cases directed towards specific nationalities.</li> <li>• monitor to understand any shift in demographics beyond 2020.</li> </ul>
6. Ethnicity	<p>We use these data to</p> <ul style="list-style-type: none"> <li>• ensure residents are representative of the wider East Midlands region of the population demography and monitor whether people are being discriminated against based on their ethnicity.</li> <li>• match comparison to compare to the 19 category options recommended by the Office for National Statistics (ONS).</li> <li>• monitor any discrimination/bias from a tenancy perspective.</li> <li>• to understand demand for services such as translation services.</li> <li>• develop positive action campaigns to increase representation where required.</li> </ul>
7. Religion & Belief	<p>The legal protection of religion and belief includes any religion, religious belief or philosophical belief including lack of religion or belief.</p> <p>We use these data to</p> <ul style="list-style-type: none"> <li>• develop a more inclusive approach to service provision with regards to issues of religion and belief.</li> <li>• aids our ability to support the well-being of residents; make reasonable adjustments relating to religious observance, guidance/protocols and development of a strategy/policy (e.g. Religion and Belief in the Workplace)</li> <li>• be Inclusive in the way we communicate with people.</li> <li>• ensure that we are respectful of people's religious requirements in the provision of services to our communities.</li> <li>• build and encourage an inclusive culture.</li> </ul>

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8. Health and Disability	<p>The definitions are recommendations by the ONS which enable us to compare with national data. Comparative Disability Dataset (<a href="#">DWP Family Resources Survey</a>)</p> <p>These data enable us to</p> <ul style="list-style-type: none"> <li>• ensure those with a disability are not discriminated against in access to services.</li> <li>• monitor levels of disability and ensure suitable support/adaptations and considerations are made regarding service use.</li> <li>• facilitate signposting and access to disabled adaptations and reasonable adjustments to service delivery and in employment.</li> <li>• have a better understanding of the needs of our emh homes residents to offer joined up services from our care and support business</li> <li>• develop the understanding of issues faced by people with disabilities, the adjustments required and subsequent actions to mitigate.</li> </ul>
9. Additional Communication Needs	<p>These data enable us to</p> <ul style="list-style-type: none"> <li>• to understand the needs of residents to provide the support needed to effectively communicate.</li> </ul>
10. Sexuality	<p>These data enable us to</p> <ul style="list-style-type: none"> <li>• monitor whether residents are being discriminated against based on their sexuality.</li> <li>• understand barriers in service access and whether overt/covert discrimination or prejudice within any part of the organisation.</li> </ul>
11. Marital and Civil Partnership Status	<p>These data enable us to</p> <ul style="list-style-type: none"> <li>• provide assurance of equal treatment and access to same opportunities regardless of status.</li> <li>• understand relationship status to allow rights of succession for tenants.</li> </ul>
12.Improving your experience	<p>Please use this section of the questionnaire to help us understand how we could improve your experience. Please <b>do not</b> use this section to raise complaints or repairs; they will not be actioned. If you want to raise a complaint or report a repair, please e-mail <a href="#">Customer Services</a> log into <a href="#">myhomeonline</a> or telephone 0300 123 6000.</p>