
Equality, Diversity, and Inclusion (EDI) Framework Summary

Equality, Diversity, and Inclusion (EDI) commitment statement

EDI is important to us. We want to create a culture of inclusivity and curiosity that values difference, where people feel respected, included, and heard, and where prejudice and discrimination is recognised and addressed.

Our commitment to our customers and the communities we work in

We want our customers to feel safe and secure; to know they will be treated with dignity and respect, and to feel confident that they can influence the services they receive. We will:

- Know who our customers are to support us in the delivery of excellent, accessible, and inclusive homes and services that meet the needs of our residents.
- Understand how different residents experience our services and use this information to improve them.
- Understand who is not accessing our services and use this information to identify and remove any barriers.
- Involve our customers in shaping and scrutinising services in ways that recognise and value difference to ensure their voice is heard.
- Reflect EDI in our decision making in our development and growth plans.

Our understanding of the communities we work in is pivotal to our ability to effect positive change and create community ownership. To achieve this, we will:

- Use our data and resident feedback to prioritise where we focus our resources and that our work reflects local need.
- Always seek to cocreate our projects and programmes, tailoring to meet identified need.
- Proactively engage with partners to support the diverse groups within our communities.
- Raise awareness of discriminatory attitudes or practices to support a zero-tolerance approach in our communities so that our communities can feel safe, secure and supported.

Our commitment to our staff

We want to support a skilled, diverse workforce who live our values and feel valued for the different experiences they bring. To achieve this, we will:

- Understand the individual needs of our employees, enabling us to provide appropriate training and development opportunities and resources to support them in ways that reflect diverse learning styles.
- Ensure our buildings, workspaces and facilities meet our workforce diverse needs so that they are safe and accessible for existing and future employees and visitors.

- Ensure our recruitment processes are inclusive so they are fair for candidates, and we can attract and retain diverse talent supporting us to deliver an inclusive culture.
- Operate a zero-tolerance approach to discriminatory attitudes or practice so that our employees feel respected and valued in their place of work.
- Enable all employees to have the opportunity to shape and influence their working environment so that it is inclusive and reflects employees' priorities.

How we will deliver this and make the difference

Our approach is to ensure that EDI is embedded in everything we do. We will.

- Use our data to understand our residents and workforce and tailor our approach and services accordingly.
- The Board will hold us to account, supported by our EDI steering group, who will monitor delivery of our action plan.
- Continually engage with our customers and staff by having representative from Resident Involvement and a representative from our Staff Consultative Committee on the EDI group
- Conduct equality impact assessments for all policies, projects, service changes and activities.
- Develop the skills, awareness, and expertise of our staff and Board members to support the delivery of diversity and inclusion through training and development.
- Continue to promote awareness and celebrate diversity through regular annual events.
- We will report annually to our Board and twice a year to relevant committees.

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