



# Equality, Diversity and Inclusion





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We are an inclusive organisation that values diversity, ensures equal opportunities, challenges discrimination and integrates equality, diversity and inclusion into everything we do.

Our group structure provides us with a unique opportunity to make an impact and tackle inequality in its widest sense, addressing issues such as affordable housing, homelessness, domestic abuse, poverty, low aspirations, skills and unemployment.

We ensure that everyone we come into contact with is not discriminated against, or treated less favourably, because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. This can be through direct discrimination, indirect discrimination, harassment or victimisation.

As an inclusive employer, we recognise the role we can play to improve equality, diversity and inclusivity. Having a diverse mix of people that bring different lived experiences and demonstrate diversity is key to our success. Providing a culture and environment which is inclusive helps to further motivate people to deliver excellent services that meet the diverse needs of our customers and the communities in which we work. Our approach to EDI helps to further the positive impact we make.

## Our EDI goals

Through consultation with our customers and Board, we have agreed on the following EDI objectives:

- Improve how we collect and analyse EDI data to better understand the needs of our customers, staff and the Board. Attract, retain and develop a diverse workforce at all levels, who are EDI aware and confident at demonstrating inclusive behaviours.
- Understand and design services that meet the diverse needs and expectations of our customers.
- Find strength in our partnerships and use our voice and resources to help improve EDI in our communities.