

## Year 2 2023-2026 EDI Strategy Action Plan

### Section One Accessibility

New Proposed Activities	Workstream Lead	Due date
<ul style="list-style-type: none"> <li>Continue to benchmark our performance through external accreditation programmes, and assess how we are perceived as an inclusive employer through reputational surveys. Undertake HDN/RACE Code quality mark audit.</li> </ul>	EDI Specialist	June 2024
<p>Long term plan for vulnerabilities work to include:</p> <ul style="list-style-type: none"> <li>Development of policy</li> <li>Development of training</li> <li>Development of guidance and questions matrix</li> <li>Implement consistent process across the organisation</li> </ul>	EDI Specialist	March 2025
<p>Long term plan for Reasonable adjustments in line with vulnerabilities work</p> <ul style="list-style-type: none"> <li>- Consistent process' across the organisation</li> <li>- Clear policy guidance</li> <li>- Organisation wide understanding of the term reasonable adjustments</li> <li>-</li> </ul>	EDI Specialist/Transformation team	March 2025
<p>Long term plan on embedding equalities testing or Equality Impact Assessments (EIA's) at key stages in our internal process' for customers.</p> <p>For example, embedding EIA's in the RRL process.</p>	EDI Specialist/Relevant teams	March 2026
<p>Maintain consistent gender pay gap reporting and monitoring including:</p> <ul style="list-style-type: none"> <li>Ethnicity Pay gap</li> <li>Sexuality Pay gap</li> <li>Disability Pay gap</li> </ul>	EDI Specialist	Ongoing
<ul style="list-style-type: none"> <li>Implement up to date translation, easy read and BSL providers as part of Pulse integration</li> </ul>	EDI Specialist/Transformation team	April 2025

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<ul style="list-style-type: none"> <li>Introduction of Inclusion Passport for colleagues to make movement internally easier</li> </ul>	EDI Specialist/People team	Jan 2025
<p>Attracting a diverse workforce:</p> <ul style="list-style-type: none"> <li>Diversify recruitment panels, and that our selection techniques, including assessment centres, allow candidates to demonstrate their strengths.</li> <li>Wild card scheme as identified in the BOOST project</li> <li>Increase use of LinkedIn as a tool for diverse recruitment</li> <li>Ensure that the language and imagery on our career's website reflects our commitment to diversity, and profiles a diverse range of existing employees to show that everyone can be a success.</li> <li>Deliver mandatory training for all recruiting managers to ensure selection processes are free from unconscious or conscious bias as far as possible.</li> <li>Implement a values-based recruitment approach- changes to this</li> <li>Introduction of a critical friend within the recruitment process to support Neurodivergent people throughout the recruitment process</li> </ul>	EDI Specialist/People team	March 2025
<p>Utilise tools and resources from the EDI organisations we are members of to improve the experience of disabled colleagues</p> <ul style="list-style-type: none"> <li>- Hidden disabilities campaign working with the Wyth everyone group</li> <li>- Regular check-in's and opportunities for colleagues with a disability to provide feedback</li> <li>- Review of Disability confident status with aim of becoming a disability confident leader</li> <li>- Assessment undertaken of our workplace practices, utilising the Business Disability Forum's disability SMART benchmarking tool.</li> <li>- Working with the EDI leads group, follow the GMHP disability action plan</li> <li>- Achieve Disability confident leader</li> </ul>	EDI Specialist/Wyth Everyone group/People team	Feb 2025
Continued activity 2022/2023	Workstream Lead	Due Date
<ul style="list-style-type: none"> <li>Be guided by actions from relevant external charters and frameworks- Aim to achieve SHARP and HouseProud Pledge this year.</li> </ul>	EDI Specialist	March 2025

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<p>Continue to ensure our communications are accessible and visibly championing EDI:</p> <ul style="list-style-type: none"> <li>• Communicate progress of EDI related activities through briefings, training sessions, newsletters, posters, intranet and internet</li> <li>• Ensure calendar of activities on diversity days is consistently upheld including planned events</li> <li>• Develop a programme of engagement celebrating diversity and raising awareness of key issues- e.g. guest speakers and seminars</li> <li>• Creating accessible feedback mechanisms and culture by introducing regular listening opportunities for colleagues to share their experiences.</li> </ul>	<p>EDI Specialist / Communications Team</p>	<p>Ongoing</p>

## Section Two Co-Creation

Newly Proposed Activities	Workstream Lead	Due Date
<ul style="list-style-type: none"> <li>• Deliver and develop awareness campaigns with customers on hate incidents and stigma in social housing. Particular areas of focus for LGBT+ and other minoritized groups linking to HouseProud Pledge</li> </ul>	<p>EDI Specialist</p>	<p>Jan 2025</p>
<ul style="list-style-type: none"> <li>• Run a series of events, (discussion to be had) about encouraging diverse voices in the trades and at local schools.</li> </ul>	<p>Employment team</p>	<p>March 2025</p>
<p>Develop anti-racism plan and:</p> <ul style="list-style-type: none"> <li>• Anti-racism taskforce</li> <li>• Antiracism training across all org</li> <li>• Antiracism statement</li> </ul>	<p>EDI Specialist/ Relevant teams</p>	<p>June 2025</p>
<p>Continuation of the BOOST program another two years</p> <ul style="list-style-type: none"> <li>- Project of change makers across the organisation</li> <li>- Recruitment of new mentee</li> <li>- Building on the successes of the previous year</li> </ul>	<p>EDI Specialist/ Shahida</p>	<p>September 2026</p>
<ul style="list-style-type: none"> <li>• Community event celebrating different cultures to educate customers on different religions and groups of people.</li> </ul>	<p>EDI Lead/Communities team</p>	<p>February 2025</p>

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Newly Proposed Activities	Workstream Lead	Due Date
<ul style="list-style-type: none"> <li>Creation of an EDI Policy</li> </ul>	EDI specialist	Jan 2025
<p>Two executive level sponsors one internally and one externally to:</p> <ul style="list-style-type: none"> <li>To promote, champion and be an advocate for EDI work</li> <li>Support the Wyth everyone group and any future networks</li> </ul>	Exec leads	March 2026
Continued activity 2022/2023	Workstream lead	Due Date
<p>Continue to monitor the work undertaken with the Procurement team on embedding EDI in our suppliers' approach.</p> <p>Draft a framework for scoring tenders to ensure our suppliers and contractors have a demonstrable commitment to race equality and other EDI areas.</p>	EDI Specialist / Procurement Team	Ongoing
<p>Expand and review our digital inclusion work by helping our customers to become digitally enabled whilst also considering the barriers that some customers may still face when trying to access our services (including language and communication barriers) and explore the best options to support them.</p>	EDI Specialist / Digital Inclusion / Customer Experience Team	March 2025
<p>Continue to work cross-collaboratively with other housing providers in the EDI space strengthening our relationships taking a leading role and sharing best practice i.e. DICE, Rainbow Roofs, HouseProud, NHF, CIH</p>	EDI Specialist	April 2024
<p>Develop a grant system for local EDI related activity i.e. Pride events</p>	Community team / EDI Specialist	August 2024
<p>Continue to design and deliver inclusion awareness campaigns linked to national and cultural campaigns co-creating content with Wyth Everyone group. To help achieve this we will:</p> <ul style="list-style-type: none"> <li>Provide dedicated funding and resources.</li> <li>Use internal awareness campaigns to actively grow the membership of the Wyth everyone group</li> <li>Support the network to deliver their action plan - focused on the priorities of their members</li> <li>Support the executive-level sponsors to be effective champions and allies</li> </ul>	EDI Specialist	March 2026

## Section Three Education

## Year 2 2023-2026 EDI Strategy Action Plan

Newly Proposed Activities	Workstream Lead	Due Date
<ul style="list-style-type: none"> <li>• Create and implement the 'It's not Okay' safe space for reporting discriminatory and offensive attitude, language and behaviour utilising Hives capabilities</li> <li>• Formally re-enforce our zero-tolerance campaign of bullying and harassment</li> </ul>	EDI Specialist / HR Team	December 2026
<ul style="list-style-type: none"> <li>• Ensure managers are aware of and educated about carers needs including a review of relevant policies and support.</li> </ul>	EDI Specialist / HR Team	October 2024
<ul style="list-style-type: none"> <li>• Disability awareness training embedded in induction and recruitment manager training</li> </ul>	EDI specialist/L&D team	March 2026
<ul style="list-style-type: none"> <li>• Appropriate training for colleagues relating to vulnerabilities and reasonable adjustments</li> </ul>	EDI specialist/L&D team	April 2025
<ul style="list-style-type: none"> <li>• Training for colleagues about newly created Unreasonable behaviour policy</li> </ul>	EDI specialist/Complaints qualities network	March 2026
Continued activity 2022/2023	Workstream lead	Due Date
<ul style="list-style-type: none"> <li>• Promote and embed equality and diversity into every aspect of business by providing effective training to all of our colleagues</li> </ul>	EDI Specialist	Ongoing
<ul style="list-style-type: none"> <li>• Provide our senior leaders with the training they need over the next 3 years to be able to model inclusive behaviours with confidence</li> </ul>	L&D Team	Ongoing
<ul style="list-style-type: none"> <li>• Provide ongoing enhanced training that enables our customer service teams to recognise and respond to the diverse needs of our customers</li> </ul>	EDI Specialist	Ongoing
<ul style="list-style-type: none"> <li>• Provide briefings, information sessions and guidance on religious practices including ensuring there are dedicated spaces available for worship at all sites</li> </ul>	EDI Specialist	August 2025
<ul style="list-style-type: none"> <li>• Continue to deliver EDI training plan for all Board and Committee members</li> </ul>	EDI Specialist / Governance Team	Ongoing

## Section Four Data

## Year 2 2023-2026 EDI Strategy Action Plan

Proposed Activities	Workstream Lead	Due Date
<ul style="list-style-type: none"> <li>Analyse and monitor the diversity of the workforce and provide workforce monitoring data reports to each directorate- Directorate-level colleague diversity data regularly reviewed and utilised to identify areas for improvement</li> </ul>	EDI Specialist/Data team	Ongoing
<ul style="list-style-type: none"> <li>Use the National Housing Federation equality data tool and national census data to understand how representative the organisation is - compared to customers and communities</li> </ul>	EDI Specialist/Data team	March 2026
<ul style="list-style-type: none"> <li>Regularly publish workforce and customer diversity data internally and on the website- to be completed with our Pay gap report.</li> </ul>	Data team/Comms team	Ongoing
Continued activities 2022/2023	Workstream Lead	Due Date
<ul style="list-style-type: none"> <li>Benchmark with and learn from other organisations to continuously improve our approach</li> </ul>	EDI Specialist	March 2025
<ul style="list-style-type: none"> <li>Review the full lifecycle of recruitment data to understand trends and highlight any potential issues in recruiting diverse talent so that we can address them.</li> </ul>	EDI Specialist / HR Team	Ongoing
<ul style="list-style-type: none"> <li>Analyse customer data regularly to help identify and adapt to the needs of our customers and reshape our services to accommodate those needs addressing any potentially negative equality impacts on underrepresented groups.</li> </ul>	Data owners supported by Insight Team and EDI Specialist	Ongoing
<ul style="list-style-type: none"> <li>Implement robust feedback mechanisms such as surveys platforms to measure EDI metrics</li> </ul>	EDI Specialist	Ongoing
<ul style="list-style-type: none"> <li>Analyse our employee profile and put positive action plans in place to address areas of under representation including senior leadership board and customer committees</li> </ul>	EDI Specialist / HR Team	Ongoing