

Everyone
BELONGS

Year 1: Equality, Diversity and Inclusion Strategy 2023-2026



STRATEGIC

This is the first year of the Trust's three year EDI Strategy.

The strategy identified **four key themes** to help us improve things for our customers and colleagues.

Year one of the plan was to **ESTABLISH AND UNDERSTAND**. This report details the progress we have made against our key themes.

We have reported to our Governance Committee about the detailed progress against the **three-year action plan** which supports the strategy.

Our Next Steps

Year 2 of the plan will be focused on how we **EMBED** EDI within the Trust.





INCLUSIVE

CUSTOMERS

Working together to provide safe homes and thriving communities



Our Aims

- To be seen by our customers as fair and empathetic.
- To provide equitable services.
- To use our data to make sure that our services meet our customers' needs.

What we've done

We have increased the level of information shared on our Neighbourhood plans and increased promotions of these.

We have also shared round ups after consultations showing how we use data to make changes.

We have provided staff with apps and access to language line to allow them to communicate better with customers who do not have English as a first language.

We have undertaken a full review of the website to ensure that it is accessible to all.

We have created volunteering opportunities for our staff to engage with community projects.

How we measure success

- **16** customer complaints relating to EDI
- **30.2%** of customers using the online portal
- **3.9%** of our customers respond 'prefer not to say' about their EDI data
- **89%** of customer EDI data collected
- **77.6%** of customers respond positively to the Trust's approach to EDI in our quarterly customer survey



PROUD

COLLEAGUES

We want every employee to feel proud to work for the Trust. We want to be recognised as an employer of choice, providing a great place to work.



Our aims

- To be an 'employer of choice' attracting and retaining the best talent.
- To encourage a high performing culture and remunerate staff based on individual and team performance.
- To be an inclusive employer that celebrates differences and embraces diversity.
- To have motivated staff that feel supported and can thrive.

What we've done

We have provided an annual calendar of EDI events and ongoing training to staff which this year has included transgender training.

We have established a health and wellbeing group as part of our Health and Safety Structure.

We have encouraged the use of pronouns on emails.

We have reviewed our recruitment processes to ensure they are more accessible including sharing questions ahead of interviews.

All staff have an EDI objective as part of their annual performance review.

How we measure success

- **7.69%** of shortlisted applicants are from a BAME background
- **(N/A)%** of staff satisfied with EDI training*
- **11** Apprenticeship opportunities.
- **4.19%** of 'prefer not to say' responses to staff EDI questions
- **95.41%** of positive responses to EDI survey question

*Not measured in 2024



ENGAGING

COLLABORATE

We want to work with partners and stakeholders to enhance our outward facing brand and fulfil our objectives.

Our Aims

- To work closely with key stakeholders that share our focus on diversity.
- To engage with key stakeholders and provide allyship to community groups and projects.

What we've done

We have offered co-location to Cheshire without abuse.

We supported Macc Pride by attending their picnic in the park and their Pride Parade.

We hosted Macclesfield College who put on free courses for our customers.

We supported local community group fun days and events at Hope Central, Space for Autism and The Welcome.

We supported local schools by attending interview practice for year 11s and provided work experience opportunities.

How we measure success

- **4** work experience places offered
- **204** staff hours volunteered
- **9** community events supported
- Improvement of positive EDI measures from stakeholders (3 yearly)



BE AMBITIOUS

CHAMPION

We have an ambition to learn from the best and share our proudest moments with our partners and customers.



Our Aims

Our corporate strategy has a strong commitment to equality but we've also made public pledges on how we want to champion EDI throughout our people practices as an employer.

They include a commitment to:

- The Disability Confident Employer Scheme
- The Living Wage Initiative

What we've done

The Trust's EDI forum has reviewed all staff and customer facing policies equality impact assessments.

Each Board Member now champions one of the 9 protected characteristics.

The Board has received a report on the make up of our engaged tenants and this has been compared to our wider customer population to identify gaps.

How we measure success

- **100%** of EDI objectives achieved
- **(N/A)%** of leaders satisfied with EDI training*
- **89%** of Equality Impact Assessments completed
- **11%** of Challenge Group members are from diverse groups

*Not measured in 2024