

# Equality, Diversity and Inclusion Strategy



Homes that change  
people's lives

A short version of our EDI Strategy. If you would like a copy of our full version, please contact [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk)

## A Message From Our Board

Thank you for reading our Elim Group Equality, Diversity and Inclusion Strategy. On behalf of the Board and our committee members, I want to confirm our commitment to this strategy and to our responsibility to provide leadership and accountability for continued improvements in EDI.

We are always open to feedback and opportunities to improve, so if you would like to discuss any EDI matters with me directly, I will always welcome your approach. You can reach me via [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk).

With best wishes, Sally Mason, Chair of the Elim Board.

## Introduction

Elim's EDI strategy has been created in partnership with Elim's Board, leadership team and colleagues. We know that each individual's experience and understanding of EDI is different, and we will ensure that every customer and colleague is supported and we will not tolerate discrimination or behaviour that undermines our EDI commitments.

Our EDI strategy reflects Elim's commitment to the delivery of accessible, flexible and inclusive services. The delivery of the strategy will also help us to identify and challenge any obstacles which stand in the way of the improvement of Elim's diverse and inclusive culture.

## A Shared Understanding of EDI

**EQUALITY:** This means that all of Elim colleagues and customers are treated fairly and receive equal access to opportunities in line with their needs.

**DIVERSITY:** Each individual is unique. Some of our differences may be visible (i.e. some disabilities, gender or race) and others may be invisible (i.e. neuro-diversity, sexual orientation or socio-economic status).

**INCLUSION:** A sense of belonging. Our colleagues and customers will be encouraged, valued, and supported to contribute to our plans and participate in opportunities provided by Elim.

## Why EDI Matters to Elim:

- We know that a diverse organisation is a stronger and more successful one, with a better understanding of customer and employee needs and differences.
- We have a legal and regulatory responsibility, under the Equality Act 2010, to be a fair and inclusive housing provider and employer.
- We have a regulatory commitment to treat all our customers with fairness and respect. This means that we have to demonstrate that we understand the different needs of our customers, and respond to customers who may have additional support need.

## Our Services

Elim has been working to address housing inequality for over 50 years, providing homes and services for individuals and families from a vast range of backgrounds and life experiences. Many of our customers are more likely to face inequalities in outcomes relating to health, education, employment, financial support and housing. We also know that a significant number of customers in social housing have a limiting long-term illness or disability.

We want our customers to feel that their experiences are understood and reflected in our approach to service delivery, and that a career with Elim is open to all. We will achieve this through the recruitment and development of a diverse team of colleagues that is representative of Elim's customers and the communities where we operate

## Data

To achieve the aims of our strategy, we need to improve the way in which we collect and use equalities data. This includes the information we request from customers and colleagues and broader information that will help us to understand and meet changing levels of need across our core geographical areas. The incomplete nature of the equalities data we hold, particularly in relation to our customers, is one of our key challenges. We will work with understanding and respect to identify and articulate the current barriers to data collection and make improvements in this area.

## Delivering our Commitments:

Our Equality, Diversity and Inclusion Strategy will be delivered under three key themes:

- 1** An inclusive culture for all
- 2** Data Driven insight and improvement
- 3** Action to build a diverse and inclusive workplace

## Measuring Success

Each year we will set a twelve month action plan to monitor and review progress against the aims of the Equality, Diversity and Inclusion Strategy.

Our Board has overall responsibility for this strategy. They will monitor progress through our People & Culture Committee which will receive reports on progress at least twice a year.

## An Inclusive Culture For All

### Our Commitment

- To deliver high quality, accessible and inclusive housing and support services that meets our customers' needs.
- To make sure our colleagues feel valued and encouraged to deliver to achieve their potential.
- To ensure our Board and leaders are equipped to role model positive examples, champion EDI and to drive change and improvement.

### Our Action

- Reviewing and updating our EDI Policy and documentation
- Ensuring our EDI approach links to our Customer Service & Involvement Strategy
- Providing training to colleagues to support the diverse and inclusive needs of colleagues and customers.
- Seeking external accreditation to support Elim's continuous improvement
- Setting up an EDI resource hub to share knowledge and opportunities to learn from colleagues and customers

## Data Driven Insight & Improvement

### Our Commitment

- To support the collection and retention of good quality and appropriate diversity data for our colleagues and customers, which can be used to improve services for customers and colleagues.

### Our Action

- Completing an EDI Data audit process to review the information we hold and collect so that it can be used correctly to inform and drive good practice
- Reviewing our recruitment and retention data to make sure we are recruiting and retaining colleagues from under-represented groups at every level of the organisation
- Improving the analysis of our customer feedback, including satisfaction data and complaints to help improve customer services

## Action to Build a Diverse & Inclusive Workplace

### Our Commitment

- To build a diverse team of colleagues that reflects the perspectives and experiences of the communities we serve

### Our Action

- Reviewing and improving our recruitment and candidate attraction processes
- Exploring options to support recruitment from under-represented groups as appropriate
- Developing community partnership plans so that Elim is recognised as an employer of choice across a range of diverse communities