

EDI (Equality, Diversity and Inclusion) is central to everything we do. It is an essential part of delivering on our commitment to provide homes and services that make life better.



Equality is about removing barriers and making sure people from all sections of the community have fair and equal opportunities to access services, homes and employment.



Diversity is about respecting and valuing individual and group differences and treating them in an appropriate way.



Inclusion is the practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded. It is about creating a sense of belonging and trust.

We are committed to EDI because we know that it helps us build the homes that people need and improve the services that we deliver to all our customers. EDI also ensures that we have an organisational culture that is based on fairness and respect. This commitment to EDI helps us deliver on our mission: to provide sustainable homes, deliver flexible services to meet the needs of all our customers, and assist in developing the vibrant communities that we all want.

Accessing our services

WE WILL:



- ✓ Better understand the needs of all of our tenants and customers through:
 - undertaking consultations and surveys, and
 - seeking feedback on our services and performance.

- ✓ Develop community links to help identify current and future needs through:
 - building networks and contacts with relevant groups.



- ✓ Ensure our services are accessible to all who need them by:
 - reviewing how tenants and customers access services,
 - engaging with organisations that can assist us to communicate widely,
 - reviewing our customer service standards,
 - establishing styles of communication that are fit for purpose.



- ✓ Ensure our staff are equipped to meet the diverse needs of our customers by:
 - giving them the tools and training they need,
 - empowering them to make decisions and take action to enhance the customer experience.

The homes we provide

WE WILL:



- ✓ Provide housing that reflects the needs of current and future customers, through:
 - the use of demographic information to identify local needs.



- ✓ Support the changing needs of existing customers through:
 - providing appropriate aids, adaptations or maintenance work.

Contractors and Suppliers

WE WILL ENSURE

THAT:



- ✓ Businesses that secure large contracts commit to delivering community benefits by:
 - encouraging those that tender for contracts to offer real and tangible community benefits,
 - building the commitments into any agreed contract,
 - ensuring these commitments are met.



- ✓ Individuals and businesses that contract to work for us commit to the ethos of EDI, through:
 - ensuring suitable clauses are included within any agreed contract.



- ✓ Contractors take prompt and appropriate action to demonstrate compliance with our expectations and requirements through:
 - monitoring and reviewing the performance of their staff and services,
 - providing advice, assistance and training to their staff where needed.

Our People - Employees and Volunteers

WE WILL:



- ✓ Encourage greater representation from under-represented groups to join our governing bodies, staff and volunteers through:
 - undertaking a full review of our recruitment strategy,
 - ongoing analysis of attraction, retention and promotion data to identify any areas of weakness to be addressed,
 - developing a recruitment marketing strategy that effectively targets under-represented groups,
 - implementing a Young Workforce Strategy



- ✓ Have an organisational culture that is welcoming and inclusive through:
 - delivering EDI awareness sessions at all levels,
 - introducing greater flexible working and optimising the home and workplace experience,
 - establishing effective talent management and succession planning,
 - regularly reviewing and benchmarking to ensure best practice.

If you think we are not delivering on our charter, or believe we can do something better to improve the lives of our tenants, customers and staff, please let us know by emailing:

Governance.Team@caledoniaha.co.uk or write to: Governance Manager, Caledonia Housing Association, 5 South St Johns Place, Perth PH1 5SU.

For further information about our EDI improvement actions and progress against these, please visit:
https://www.caledoniaha.co.uk/195_EqualitiesStatement.html