

# Equality, Diversity and Inclusion Action Plan



**Our Viability**

Warrington Housing Association

## INTRODUCTION

Warrington Housing Association (WHA), the Group and wholly owned subsidiary LifeTime Homes Warrington, is actively committed to promoting and embedding a culture of equality, diversity, and inclusion (EDI) within our workplaces and the communities we serve. The aim of WHA is to help make Warrington a great place to live, in which the potential of individuals and communities can be realised. Our commitment to equality, diversity and inclusion goes hand in hand with our organisational aim.

This Equality Diversity and Inclusion Action Plan is shared in line with our Equality, Diversity and Inclusion Policy (WHA 0090) and values as outlined above, empower customers with transparency.

## ACTION PLAN

	Action	Details
1	Launch our EDI Policy.	Completed, 2019. Revised EDI Policy completed December 2021.
3	Sign up to Public Statements, Charters, Campaigns and seek external Accreditations to collaborate and advance EDI outcomes.	Recurring. Chartered Institute of Housing (CIH) Make a Stand, 2018. CIH Equality and Diversity Charter, 2019. Disability Confident Government Scheme. Mindful Employer Charter. Placeshapers' #WeCare Campaign, 2018. Warrington Borough Council (WBC) on homelessness commitments and protocol. The National Housing Federation's (NHF) Together with Tenants, ongoing. Attained Investors in People (IIP) Gold, 2022. Housing Diversity Network (HDN) membership. Living Wage Employer.

Document Ref:	Published Date:	Number of Pages:
Equality, Diversity, and Inclusion Action Plan	Feb-2023	Page 2 of 10

5	IIP and Comms Group to deliver Calendar of Events and consider the language and imagery we use when communicating with customers, colleagues and partners are diverse and inclusive - publications, policies and publicity.	<p>Recurring.</p> <p>Colleagues briefed on expectations.</p> <p>Increase of diversity and inclusion in articles, images, and case studies in published communication e.g. customer &amp; colleague newsletters covering equalities, refugees, racism, #addressyourstress, and Dementia Action Week.</p> <p>Adopted the NHF's EDI Calendar for external and internal publications from 2021.</p> <p>Senior Managers involved in the development of E,D&amp;I e-learning tool.</p> <p>Apr-22 re-brand of Our People logo to incorporate ED&amp;I colours.</p>
6	Ensure the refurbished office is accessible, making reasonable adjustments where required.	Completed, 2019.
7	Review our interpretation and translation service offer.	Completed, 2019.
8	Provide EDI training and guidance to colleagues, including, but not limited to, unconscious bias and mental health first aid training.	<p>Recurring.</p> <p>Unconscious bias training for colleagues, 2019.</p> <p>Online Mental Health Awareness Training provided for colleagues April 2020.</p> <p>Online Resilience Training provided for colleagues May 2020.</p> <p>Two five-week mindfulness training courses provided 2020-21.</p> <p>Mental Health First Aiders trained 2020-21.</p> <p>All Colleague Meeting on Coaching styles and empowerment, March 2020.</p> <p>All Colleague Meeting on Mindfulness and Mental Health, May 2021.</p> <p>Board training on Unconscious Bias, 2021.</p> <p>Review of EDI Training Plan scheduled 2022.</p> <p>Eidos e-learning developed in association with WHA and signed up to Sept 2022 for all colleagues.</p>
9	Include EDI in updated Colleague Role Profiles and Competencies.	Completed, 2019.

<b>Document Ref:</b>	<b>Published Date:</b>	<b>Number of Pages:</b>
Equality, Diversity, and Inclusion Action Plan	Jan-2022	Page 3 of 10

10	Brief managers on Equality Impact Assessments.	Completed, 2019.
11	Provide training for managers with focus on unconscious bias in recruitment and succession planning.	Training scheduled for 2023 with Right Track Learning.
12	Map and build links with local, diverse and representative community groups to eliminate discrimination, tackle harassment, hate incidents and hate crime and domestic violence and foster good relations between people	The Gateway is home to c25 3 <sup>rd</sup> / voluntary sector organs. Referral processes in place. EGs Warrington Voluntary Action, Cheshire without abuse, Warrington Women's Aid, VTSS, Acorn Recovery Projects, Speak Up Advocacy Hub. Spotlight on one partner in each edition. Website information and links for domestic abuse support updated.

<b>Document Ref:</b>	<b>Published Date:</b>	<b>Number of Pages:</b>
Equality, Diversity, and Inclusion Action Plan	Jan-2022	Page 4 of 10

12	Review Terms and Conditions to ensure that our benefits package is inclusive, promotes health and wellbeing, and helps colleagues to save money in accessing health and healthy living resources.	Completed, 2019.
13	Audit of Colleagues to capture additional skills e.g. languages, first aid, mental health training.	Questionnaire issued June 21.
14	Review Recruitment Policy to increase reach and to attract and recruit a diverse workforce.	Completed January 2020. Recruitment checklist incorporates additional recruitment options, including HDN. EDI Policy provided to applicants. EDI monitoring for recruitment reported quarterly to SMT.
15	Support colleagues to realise their potential through training, mentoring, coaching and development.	Recurring. Mandatory Role Specific Training agreed with Line Managers. Coaching Taster Session delivered at All Colleague Meeting March 2020. Apprentice Peer Support. Annual training plan scheduled 2022.
16	Review our Apprentice Scheme and relaunch, including promoting to our customers	Completed, December 2019.
17	Recruit Apprentices/Graduates x3	Completed, 2020. Recurring.
18	Review, monitor and report on our recruitment and exit processes to ensure we do not discriminate and that we attract and retain a diverse workforce .	Completed, 2020.
19	Undertake an EDI workforce composition analysis.	Completed, April 2020.
20	Sign WHA up to be a Living Wage Employer	Completed, June 2020.

<b>Document Ref:</b>	<b>Published Date:</b>	<b>Number of Pages:</b>
Equality, Diversity, and Inclusion Action Plan	Jan-2022	Page 5 of 10

20	Obtain demographic overview of Warrington.	Completed, September 2020.
21	Review and update customer profile data to enable us to better tailor services.	Ongoing. Linked to HomeMaster Software Project. Restructure to increase resources to deliver on this action. NatFed data submission completed. Customer data updated in HomeMaster April 2022.
22	Agree comprehensive policies and procedures for managing hate crime, domestic abuse, safeguarding, vulnerability.	Completed, March 2021.
23	Conduct equality impact assessments as part of policy, procedure and service reviews.	Recurring. Impact assessments completed for new and reviewed policies with effect from 2020.
24	Develop and roll out Vulnerability Policy, capture customer needs and agree when and how we will tailor services.	Ongoing.
25	Review our Customer Offer to ensure all customers have the opportunity to be involved in shaping and scrutinising our services.	Completed, June 2020.
26	Map and build links with local, diverse and representative community groups to eliminate discrimination, tackle harassment, hate incidents, hate crime, domestic violence, and to foster good relations between people.	Recurring. The Gateway is home to around 25 3 <sup>rd</sup> sector/voluntary organisations. Referral processes in place such as for Warrington Voluntary Action (WVA), Cheshire without abuse, Warrington Women's Aid, VTSS, Acorn Recovery Projects, and Speak Up Advocacy Hub. Spotlight on one partner in each newsletter edition. Website information and links for domestic abuse support updated during Covid-19 lockdown, 2020.
27	Seek feedback from customers, including carrying out Customer Satisfaction Surveys. Use the	Completed, 2019

<b>Document Ref:</b>	<b>Published Date:</b>	<b>Number of Pages:</b>
Equality, Diversity, and Inclusion Action Plan	Jan-2022	Page 6 of 10

	feedback to inform decisions and to plan actions for priority areas for improvement .	
28	Consider how WHA can help support customers and communities disproportionately impacted by Covid-19. For instance, frontline workers, those with specific health or social needs, wealth inequalities, older people, Black, Asian and minority ethnic people and people in insecure employment.	Reoccurring. Frontline services redeployed to welfare support for Retirement Living and General Needs 2020-2021. Money Advice Service targeted referrals, signposting, and partnerships with WVA, WBC, and Department for Work and Pensions. Lifetime services became virtual to support customers over 50 during Covid-19. Warrington Home Improvement Agency (WHiA) services targeted to support people to remain at home and to return home from hospital. Support the Period Poverty Campaign and signposting to access the service at Boots. New development at Wellfield Street with additional priority given to key workers on lower incomes in recognition of contribution and needs.
28	Map key stakeholder and community groups.	Completed, 2020.
29	Work with Partners to raise awareness of services within Warrington which offer support to eliminate discrimination, promote equality of opportunity and foster or promote good relations between people.	Completed, 2021.
30	Audit The Gateway to capture skills for EDI e.g. languages for interpretation and translation, first-aid, mental health first aiders, fire marshals. Publish.	Completed, 2020. Register of skills available in The Gateway, 2020.
31	Celebrate Events with our Gateway Partners.	Recurring. Customer Annual Event postponed due to Covid-19 , Christmas Tree Decorating to raise awareness of services.

<b>Document Ref:</b>	<b>Published Date:</b>	<b>Number of Pages:</b>
Equality, Diversity, and Inclusion Action Plan	Jan-2022	Page 7 of 10

		<p>Colleague Forum suggest using The Gateway flagpole to show commitment and inclusion for events.</p> <p>The Gateway display rainbow flag for LGBTQI+ Pride, 2021.</p>
32	<p>Ensure EDI is taken into account when procuring and commissioning services from contactors, suppliers, partners, and consultants to maximise our economic and social value within Warrington and capture evidence</p>	<p>Procurement Strategy approved at Board, 2021.</p> <p>Contractors provide EDI policies or sign up to WHA's EDI policy.</p> <p>Consider how to measure the impact of EDI in procurement.</p> <p>Inclusion of a story in next social value accounts.</p>
33	<p>Review EDI Policy, taking an inclusive approach to promoting an anti-discriminatory culture.</p>	<p>Completed, 2021.</p> <p>WHA adopted HDN model EDI Policy, 2021.</p>
34	<p>Establish a set of performance indicators for EDI.</p>	<p>Completed, 2021.</p> <p>An appropriate set of statistics have been agreed upon, these will be reported as part of the "Our People" annual update report.</p>
35	<p>Establish a plan to provide colleagues with more communication about WHAs diversity goals, a want expressed by colleagues.</p>	<p>Completed, 2021.</p> <p>Comms "launch of our commitments" planned on EDI Policy and the NHF publication of EDI baseline data (Dec 2021).</p>
36	<p>Developing leadership with a focus on building trust and working well together, across the organisation.</p>	<p>Reoccurring.</p> <p>All Colleague Meeting in March 2021 focussed on Coaching as a style for managers and colleagues.</p> <p>All Colleague Meeting focused on trust and working well together, December 2021.</p> <p>Management Team Away Day focus on working together and building trust, November 2021.</p> <p>Leadership development programme will launch in 2022 and will include coaching, management styles, and building trust.</p> <p>The Colleague Forum will continue to be used to actively engage with wider colleagues and wider colleague issues and suggestions.</p>

Document Ref:	Published Date:	Number of Pages:
Equality, Diversity, and Inclusion Action Plan	Jan-2022	Page 8 of 10



37	Make information available about the diversity of employees and the leadership team, a want expressed by colleagues.	Recurring. Plan in place for 2022 following EDI policy review and NHF EDI baseline data publication December 2021.
38	Increase customer and wider community comfort in sharing their backgrounds with colleagues. In part, due to needs expressed by Warrington Housing Association Scrutiny Panel (WHASP)	Ongoing. The “launch of our commitments” will incorporate customer comms. Further engagement with WHASP. Training and development Plan to include awareness raising for customers, colleagues, and Contractors.
39	Update equality impact assessments (EIA) to ensure approach to undertaking EIAs in line with benchmarking, where applicable.	Completed 2021-22. Reviewed EIA template agreed.
40	Develop approach for performance reporting to include customer profiling in relation to the protected characteristics.	See section 21. While we are working on improving the profiling data we have on our customers, at present we feel that we don’t have enough depth or breadth of information to be meaningfully reporting every quarter. We will continue with the approach in relation to our 3-year survey and will provide information on lettings in our annual “Our Neighbourhood” report to Board.
41	Increase awareness of menopause and destigmatise menopause to support colleagues. Consider external training.	Ongoing. PlaceShapers Diverse Voice’s session on Menopause shared via the Colleague Newsletter, 2022.

**Produced by**

**Warrington Housing Association**

the Gateway, 89 Sankey Street,

Warrington, Cheshire, WA1 1SR

**Tel: 01925 246810**

**[www.wha.org.uk](http://www.wha.org.uk)**

Follow us on:



**Our Viability**

Warrington Housing Association