Equity, Diversity and Inclusion (EDI) Policy

Version Number	4
Date applies from	11/12/2025
Policy owner	Director of Strategy, Communications & EDI
Next review date	11/12/2028
Strategy link	• Customer Focused and Equitable Services • Safe, Well Maintained, Sustainable and Affordable Homes • Making the Most of our Resources

Key connected legislation/regulation:

- Worker Protection Act (2024)
- The Employment Rights Bill (2024)
- The Equality Act (2010)
- The Regulator of Social Housing – Equality Objectives (2020)
- National Housing Federation Code of Governance 2020

Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

If you need this information in an alternative language please call

0161 605 7260

For other formats please call

0300 123 5522

Introduction

ForHousing aims to provide employment opportunities, housing and other services that challenge inequity, promote diversity and empower people and communities to improve their circumstances and fulfil their potential. This Policy supports this ambition by aiming to increase equality of opportunity, address division and discrimination, and recognise ForHousing's responsibility in creating a diverse and inclusive environment in which everyone can thrive.

This Policy aims to ensure that equity, diversity and inclusion (EDI) is a guiding principle in everything we do, with everyone, including tenants, customers, colleagues and Board Members, treating each other with respect. This is required to ensure that no individual or group of people with shared characteristics is treated less favourably and that the benefits of diversity to ForHousing and our workforce and communities are realised.

This Policy applies to all tenants, customers, colleagues, volunteers, agency staff, contractors, our supply chain and other stakeholders of ForHousing. It aims to help colleagues understand their responsibilities in implementing ForHousing's EDI ambitions.

What is equity? Equity is the fair treatment of all people, including the identification and elimination of barriers that have prevented equal opportunities and advancement for some. At ForHousing we use the term equity in recognition of the positive responsibility we have as an employer and a deliverer of public services to remove these barriers.

What is diversity? Diversity is the creation of communities between people with different perspectives, work and life experiences, cultures and identities.

What is inclusion? Inclusion is the organisational effort that provides us with a sense of belonging - where all contributions and opinions are valued, and people can be themselves. Equity, diversity and inclusion are different and need to be applied together. Understanding and reducing inequity will only be achieved when we value difference and work together to create more inclusive environments.

Scope of Policy

ForHousing recognises that tenants, customers, colleagues, Board Members and partners come from many diverse backgrounds, bringing with them different experiences, opinions, strengths and needs. We celebrate the diversity that every person brings to ForHousing and recognise the benefits increasing diversity among our workforce, supply chain and partnerships will bring to the organisation and our ability to find innovative solutions to achieve our mission to provide safe, well-maintained homes and deliver customer focused, equitable and efficient services

We recognise that all people must be protected from discrimination, victimisation and harassment on the following grounds:

- Age
- Disability
- Gender reassignment
- Marital / civil partnership status

- Pregnancy / maternity
- Race / ethnicity / nationality
- Religion or belief
- Sex
- Sexual orientation

These are the ‘protected characteristics’ as outlined in the Equality Act (2010). They provide legal protection for all people, including trans, non-binary and gender diverse people, people with long-term health conditions including mental health conditions, neurodiversity and learning differences,

In-line with our organisational approach to EDI, which has been developed collaboratively with colleagues and involved tenants, ForHousing will also ensure that people do not experience disadvantage due to their socio-economic background or circumstances, which includes care experienced, caring responsibilities, educational attainment, employment status, digital exclusion, or wider determinants of inequity - irrespective of whether these relate to one of the legally protected characteristics that are listed above.

ForHousing is actively working to embed EDI in everything we do, fostering a culture where equity, diversity, and inclusion are central to our approach and decision-making. We will adopt and maintain the following practice to identify and remove systemic and organisational barriers to equality of opportunity and maximise the benefits of EDI:

- Ensure EDI is driven from the top through strong leadership from the Board and ForHousing Executive Management Team (EMT), within a coherent and functioning EDI governance structure.
- Create meaningful vehicles for the colleague voice, amplifying and providing appropriate platforms for the voice of colleagues from under-represented and minoritised groups, including further supporting the development and impact of the colleague-led Inclusion Networks.
- Involve tenants in shaping and scrutinising services, developing bespoke engagement opportunities for lesser-engaged and seldom-heard people and communities.
- Ensure EDI informs business planning, investment decisions, the design and delivery of value for money services, procurement and relationships with partners, suppliers, contractors, tenants, customers and communities, and that EDI activity is aligned with social value and Environmental, Social and Governance (ESG) ambitions and activity at ForHousing.
- Ensure reasonable adjustments for tenants and colleagues are understood as required to achieve our organisational aims, whether these relate to physical or mental health, neurodiversity, religious and cultural or other need. That these are successfully implemented, monitored and where appropriate, promoted.
- Consider the principles of inclusive design in all organisational functions, to increase accessibility for all people and reduce unnecessary retrofitting or adaptations.
- Ensure all language, imagery and publicity is accessible, inclusive and representative of diverse communities and provide information in alternative formats if required.
- Undertake meaningful equality analysis as part of inclusive decision-making, follow the Inclusive Decision-Making Framework for organisational changes, support colleagues and embed learning across the organisation.
- Improve quality of tenant EDI monitoring data and use to substantiate tenant customer insight and develop fair and accessible services to existing and future tenants and customers.

- Work with partners and the communities ForHousing serves to advance equality of opportunity, foster good relations between different groups, eliminate discrimination, and tackle harassment, hate incidents, hate crime and domestic violence.
- Support a diversity enriched culture, both in work and the community. Including improving the quality of applicant and colleague data we hold and removing barriers and addressing biases in recruitment and selection, to achieve colleague and Board profiles that reflect the communities we serve, including achieving 20% of our colleagues being social housing tenants.
- Ensure EDI shapes ForHousing's culture through colleague development and engagement.
- Ensure that our ambitions, successes and learnings around EDI are transparent and well communicated, informed by good practice, up-to-date sector knowledge and a detailed understanding of our own areas for improvement.
- Ensure that adequate resources are made available to fulfil the objectives of this Policy.

Equity, Diversity, and Inclusion

This Policy is expected to positively affect people with shared protected characteristics as defined by UK equalities legislation, as well as the wider determinants of inequity. Successful implementation of the Policy will ensure that ForHousing benefits from the employment and retention of the best available talent, makes innovative and insight-driven business decisions and succeeds in its aim to deliver equitable customer services. ForHousing has a mainstreaming approach to EDI and therefore all stakeholders have responsibilities for the successful implementation of this Policy.

We value diversity and work to create an inclusive environment for our customers and colleagues, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion and aim to do more. Through our activities we aim to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment, and victimisation within our organisation.

We are committed to providing excellent customer services, which are fair, equitable and inclusive. As such, we will endeavour to understand and make any reasonable adjustments required for customers in line with ForHousing's Reasonable Adjustment Statement and the Equality Act 2010. Any reasonable adjustment provided will be recorded and kept under active review.

Implementation and Communication

Board Members and ForHousing's Executive Management Team are responsible for ensuring that ForHousing takes every opportunity to challenge inequity, promote diversity and empower people and communities, and are responsible for the consistent application of this Policy. In addition to supporting ForHousing's EDI ambitions and ensuring that EDI efforts are appropriately resourced, the Board will provide leadership and visible allyship around EDI, including a demonstrable commitment to their own development and learning in this area.

Managers are responsible for setting a good example by their own behaviour, to ensure colleagues, involved tenants and other customers understand the standards required at ForHousing, intervening promptly to stop any form of unacceptable behaviour and escalating

any EDI-related issues, as required. Managers must recruit to, manage and develop their teams fairly, working to recognise disparities in team opportunities and seek advice and develop their own understanding to address these.

All colleagues are responsible for their own behaviour and actions ensuring that they adhere to this Policy and challenge unacceptable behaviour in the course of employment. Colleagues are responsible for completing mandatory training and raising or escalating any EDI-related issues that they become aware of in the delivery of their role.

If colleagues become aware that there are problems with effective operation of this Policy, they should report this to the Policy Owner. This feedback will be incorporated into the policy and procedural review process. If colleagues feel they have experienced or witnessed discrimination, harassment or victimisation, information on how this will be dealt with via our formal processes can be found under ForHousing's Dispute Resolution Policies and Grievance Procedure. Colleagues can also raise a concern to the Governance Team, anonymously if required, via the 'Raise a Concern' form on the intranet.

ForHousing will ensure that tenants (under the tenancy agreement) and involved customers (under the relevant code of conduct) are aware of their EDI responsibilities, and will ensure appropriate training, guidance and advice is provided to deliver this Policy.

If tenants feel they have experienced or witnessed discrimination, harassment or any other form of intimidation, information on how this will be dealt with via our formal processes can be found under ForHousing's Anti-Social Behaviour Policy and Procedure. If tenants feel this behaviour has been demonstrated by a ForHousing colleague or representative, tenants can raise a complaint through our Complaints and Feedback service.

Monitoring, Recording, Reporting

We will collect, analyse and monitor diversity information in relation to recruitment and selection and our staff and tenant populations. Monitoring will be used to ensure that our policies and activities are fair, transparent and promote equality of opportunity and so that we can monitor progress towards being more representative of the communities in which we serve.

Monitoring information will be used to help us understand where we might need to do things differently to maximise equitable outcomes in areas such as recruitment and colleague development and retention, and the delivery of our services. It will help shed light on potential barriers or biases within our processes and practices that could disadvantage people with shared protected characteristics, and therefore will help us develop bespoke EDI interventions where these will have the most impact.

EDI information in operational data dashboards will provide tenant insight and contribute to equality analysis of service delivery. This information will be reported to the Customer, Homes and Audit and Risk Committees. EDI analysis of HR data dashboards will be reported to the People and Culture Committee, and colleague satisfaction with be further monitored via EDI analysis of the annual staff survey.

This data will inform and improve employment practices, service delivery and partnership working. If through monitoring any discrimination is identified, ForHousing will take necessary

corrective actions to eliminate it. The Inclusive Decision-Making Framework will be completed for all strategies, policies and changes requiring EMT approval, including organisational projects. This process will be supported and monitored by the EDI Excellence Group.

No information will be published or used in any way that allows any individual to be identified. Individuals can request to have equality information that they have provided to be removed at any time.

Related Documents

- Dispute Resolution Policy and associated Procedures
- Code of Conduct
- LIVEIT Framework
- Whistleblowing Policy & Speak Up Arrangements
- Tenancy Agreement
- Reasonable Adjustment Statement of Intent
- ForHousing Statement – Making Reasonable Adjustments for Colleagues
- Unacceptable Behaviour Policy
- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Safeguarding Policy
- Procurement Policy

Co-production

ForHousing's approach to EDI was developed in collaboration with colleagues and tenants, as part of the development of the Equity, Diversity and Inclusion Strategy 2022-2025, and this insight has helped inform the development of the EDI Policy.

Since 2022, EDI and other stakeholders across the organisation, including members of the EDI Excellence Group, Staff Forum, Inclusion Networks, Colleague/Tenant Working Group and Involved Tenants, have helped review progress against the commitments in the EDI Policy and provided feedback on priorities and potential gaps in the EDI Policy.

Business intelligence used to inform the Policy includes colleague and tenant monitoring information, EDI analysis of colleague and tenant engagement and satisfaction surveys and EDI analysis of operational insight measures. The Inclusion Networks and Colleague/Tenant Working Group also provide ongoing insight regarding their lived experience and expertise.

The EDI Excellence Group provides peer review of the Inclusive Decision-Making Framework for the EDI Policy.

Approval & Review History

With effect from 23/10/2024 the approval route for the EDI Policy is:

EMT – PACC – FH Board

Date	Version	Approved by	Detail
02/06/16	V1		New Group Policy
01/03/19	V2		Now called Equality, Diversity and Inclusion Policy- added 'Inclusion' / Added 'Tenant' / Updated SMT with GELT / Explanation about 'Inclusion' and ED&I / Added an ED&I statement / Ref to GDPR and collecting profiling.
07/11/22	V3	Executive Management Team	To bring the policy in-line with ForHousing's approach to EDI / Updated the language of the policy to make it more inclusive, including removing terms that can have negative connotations for minoritised groups (such as 'profiling') / Bring in a focus in the policy, not just on managing risk, but also maximising the opportunities associated with equality / Update the actions detailed in the policy, so these reflect progress over the last 5-years and changes in level of understanding, prioritisation and ambition/ Strengthen messaging around the positive responsibility on the organisation in relation to equality, as well as for different staff groups / Increase messaging around ambition and accountability / Update to reflect new monitoring processes, progress on data collection and groups, etc. / Update with new legislation, regulations, etc. / Add information on related internal documents, etc. / DPIA approved.
26/07/24	V3.1		Equity and reasonable adjustment statement added.
01/11/24	V3.2		Added in reference to care experienced people / Updated relevant legislation and documents / In the monitoring section, added reference to all ForHousing Committees that receive EDI analysis and information / Changed the term equity to equality in some instances, for example where this relates directly to equalities legislation, and explained the use of the term equity in-line with feedback from the Board.
10/07/25	V3.3	Head of EDI	Copied text to new template
11/12/25	4	EMT (22/10/25) PACC (21/11/25) ForHousing Board	Updated to: - Include volunteers as key stakeholders - Include specific mention of mental health, learning differences and neurodiversity under disability - Include specific mention of Carers - Amend 'gender identity' to 'gender reassignment' when referencing the protected characteristics and add in specific mention of the protection for trans, non-binary and gender diverse people - Include specific commitment to supporting the development of the Inclusion Networks - Include alignment to social value and ESG activity, as per audit recommendations - Make reasonable adjustments a clearer commitment under the scope of the policy - Included a quantifiable goal, where possible (social housing tenant recruitment) - Add in IDMF equality summary to the EDI statement - Include specific mention of allyship and up-standing (challenging unacceptable behaviour) - Improve signposting and clarity to formal routes to raise issues pertaining to discrimination, victimisation and harassment for colleagues and tenants - Reflect internal changes i.e. related documents - Reflect developments in co-production and engagement