



Keeping It Local

Equality, Diversity and Inclusion Strategy 2023 - 2026



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Introduction

At SW9 we are striving to create an inclusive workplace where everyone feels valued and respected regardless of their differences. It should be a place where every employee can be themselves in order to reach their fullest potential and help us achieve our organisational goals.

We are committed to meeting our legal obligations and to promoting equality and diversity, in both our work and our employees. We want to make sure that this strategy works for everyone including the community we serve, and to provide fair access to learning and development for all our staff.

To help us achieve this strategy, we require the commitment of all employees to understand what we are trying to achieve.

By recognising, understanding, and respecting our differences we are creating an inclusive culture where we can thrive.



Our Vision

- To have an inclusive, respectful, and supportive workplace that enables us to attract and retain a diverse workforce that represents our customers and the community we serve.
- To have an organisation that is successful with good employment practices and a strong psychological contract with our employees.
- To value our staff and enable them to have a contributing voice to the work that they do, and that of the organisation.



Our Purpose

This strategy is a long-term commitment to help us achieve our organisation and people goals. We want to provide a shared direction for the organisation which enables us to work together to respect and value our diverse workforce and build a more inclusive workplace.

As individuals, we are made up of a myriad of things. Thoughts, beliefs, needs, knowledge, and skills that have grown and developed due to our environment, background, and educational opportunities. They may be obvious, or subtle.

Our aim is to approach people management in a way that promote and celebrate differences, flexibility, and inclusivity. It is important to allow our employees to reach their full potential, while showing fairness and equality for everyone.

What do we mean by diversity, equality and inclusion?

Diversity, Equality, and Inclusion are often grouped together because they are interconnected, and it is only in combination that their true impact emerges. It is essential to grasp the individual meanings and implications of each of these terms.

Diversity refers to recognising, respecting and valuing differences in people. When we speak about diversity, we generally refer to the traits and characteristics that make people unique. These characteristics differentiate groups and people from one another visible or invisible.

These include the nine protected characteristics under the Equality Act 2010:

- Disability
- Age
- Race
- Religion or belief
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Sex
- Sexual orientation

Equality refers to providing equal opportunities to everyone and protecting people from being discriminated against. It is all about fairness and ensuring that we all have the best possible chance to succeed in life, whatever our background or identity.

We want to make sure our employees and customers are treated fairly and equitable.

Inclusion refers to an individual's experience in life, the workplace and in society, and the extent to which they feel valued and included. Inclusion is also the behaviours and social norms that ensure people feel welcome. Removing barriers and creating a culture where people feel comfortable and confident to be themselves. We want to make sure our employees and customers feel included in our purpose.

Every individual has a unique perspective and a set of work and life experiences which makes us who we are. As they say, “*variety is the spice of life.*”

Our Goals

Our focus over the next three years is to ensure equality, diversity and inclusion becomes part of our culture and in turn will be second nature to us. We will focus on four areas that will help us to support our purpose and meet the needs of our employees and our community.

Giving Opportunity What We Will Do

- We will live our values collaboratively, open, and inclusive, ensuring that our attitudes and behaviours enable all staff to be their true selves at work.
- We will continue to offer support and provide equal opportunity to everyone in the organisation and within the community.
- We expect everyone we work with and comes into contact with should be treated with respect and dignity.
- We will hire based on talent and capability and give all our employees the opportunity to gain experience to further their skills set and careers.

Our Workforce What We Will Do

- We will continue to recruit from a varied, qualified group of candidates to increase diversity of thinking and perspective in the organisation.
- We will aim to employ people with different protected characteristics to provide a diverse range of business views and ideas for a creative and collaborative environment.



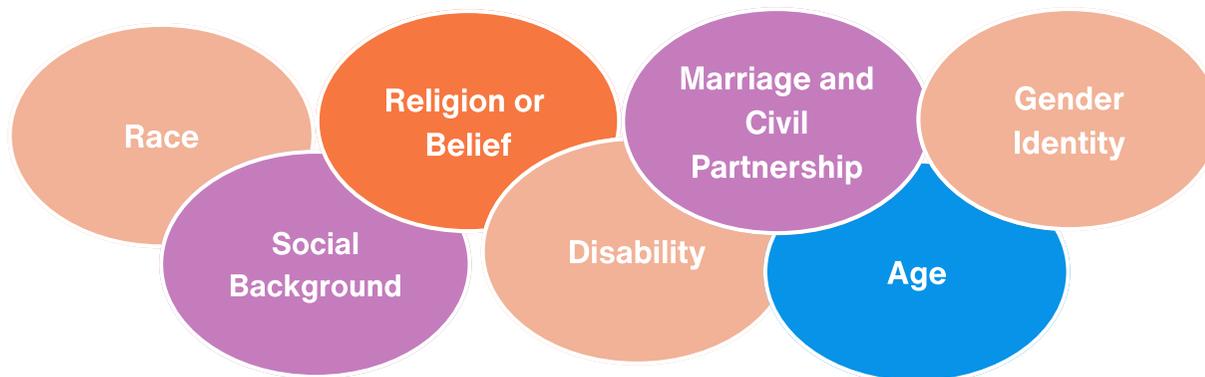
Our Workplace What We Will Do

- We will foster a culture that encourages collaboration, flexibility, and fairness to enable all employees to contribute to their potential and increase retention. Our aim is to create a sustainable business, one that is able to adapt as the world changes around it.
- We will encourage and enable the development and progression of all our staff.

The Community We Serve

Community Inclusion

- We want the strong sense of community on the Stockwell Park estate to keep on flourishing. We believe that everyone has the right to live in their home without feeling threatened or harassed by others. We take all reports of anti-social behaviour seriously.
- We are committed to ensure we continue resident inclusion and engagement, improving the wellbeing and quality of life of our customers individually and collectively.
- We will provide all residents with access to Tenant Support and Wellbeing Services to provide them with a free 24 hour, 7days per week, all year-round support service and access to information on Mental Health wellbeing and other daily issues faced by our residents.
- We will engage with various organisations that will provide support to diverse groups within our community.



Our Workforce



“The aim of inclusion is to embrace everyone”



“SW9, a workforce and community of diverse cultures, bound by one connection - Keeping it Local”

“Cultural diversity brings a collective strength that benefits all”



“All of us do not have equal talents, but we all have equal opportunity to develop our talents”



Community Group	SW9 CH Workforce
Ethnic Origin	
BAME	78%
White British	9%
White Other	13%
Age	
18-35	27%
36-50	36%
51-70	36%
Male	43%
Female	57%
LGBT+	5%

Roles and Responsibilities

Our Leadership and Management Team

The Leadership and Management team are committed and will lead from the front, by challenging ourselves about what we are doing personally and in our teams.

We will contribute by displaying a positive commitment to workplace diversity and inclusion, being role models, fostering an inclusive workplace culture, dealing quickly and effectively with inappropriate behaviour.

Diversity training will be mandatory for all team members.



All employees

Have the responsibility to maintain an environment that is safe, respectful, and productive. Everyone has the right to be treated fairly within the workplace in an environment that recognises and accepts diversity.

We will all contribute by participating in workplace diversity and inclusion activities, opportunities and comply with all anti-discrimination and workplace diversity legislation.

The success of this strategy is dependent upon the support of everyone in the team and we will all share collective responsibility to own the goals of our strategy, to deepen our knowledge and understanding, and to implement the actions to make it happen.

Ways of Working

We all have a responsibility for contributing to a culture which supports and values diversity and inclusion.

We will ensure that our processes, policies and procedures are fully inclusive, and that we have diverse representation on our key decision-making bodies.

We will be transparent in our policies and processes by communicating on what we are doing.

The SW9 Board will have overall responsibility to ensure we all adhere to and deliver on this strategy.

We will provide progress update on this strategy to our Human Resources & Remuneration Committee annually.

Our Plan

We are committed to improving the wellbeing of our employees and customers by creating an environment that promotes inclusion, build a diverse team, and treats everyone fairly.

We aim to identify and breakdown barriers to full inclusion by embedding diversity and inclusion in our policies and practices, and equip managers with the ability to manage diversity and be accountable for the results.

Achieving the aims of our strategy is the responsibility of all SW9 employees. However our Leadership and Management team will lead by example from the top.



Goals	Objectives	Actions	Accountable	Measuring Success
<p>Giving Opportunity (Equality)</p>	<p>Treating everyone in the organisation as an individual, and valuing the unique contribution they can bring.</p>	<p>Incorporating the promotion and support of diversity and inclusivity throughout the organisation, from recruitment all the way to post termination of the employment relationship.</p>	<p>Leadership Team Human Resources All Hiring Managers</p>	<p>Empowering individuals to participate fully in their work and with their colleagues and enabling them to reach their full potential. Visible evidence of employee Loyalty to the organisation.</p>

Our Plan

Goals	Objectives	Actions	Accountable	Measuring Success
Our Workforce	<p>Recruit from a diverse, qualified group of candidates</p> <p>Increased diversity by having different experiences, knowledge, and skills that can make our organisation stand out.</p>	<p>Advertise roles in a broad range of publications and platforms.</p> <p>Diverse range of candidates are represented at shortlist stage where possible.</p>	<p>Leadership Team</p> <p>Human Resources</p> <p>All Hiring Managers</p>	<p>Visible Increase in the representation of diverse employees</p> <p>Reduction in staff turnover.</p>
Our Workplace	<p>Adopt a culture that encourages collaboration, flexibility, and fairness to enable all employees to be themselves.</p>	<p>Develop and Introduce Diversity and Inclusion calendar.</p> <p>Raise awareness.</p>	<p>Leadership Team</p> <p>Human Resources</p> <p>Communications Team</p>	<p>Individual wellbeing and performance is recognised.</p> <p>Allowing employees to have a voice and seeing their value in the organisation.</p>

Our Plan



Goals

Objectives

Actions

Accountable

Measuring Success

Community Inclusion

We will continue to engage with our residents and customers and provide support services.

Provide training to our customer service staff that enables them to recognise and respond to the diverse needs of our customers.

Communications Team

All Employees

Allow our residents to have a voice by organising regular block meetings.