**Equality, Diversity and Inclusion Policy**

**Policy Owner: Chief Executive**

**Accountable Lead: Director of People**



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| **Policy Control** |
| **Policy Level** | - Regulatory / Operational |
| **Policy Reference** | CorServ/OD/001/2014 (Corp) |
| **Link to Strategy** (what strategy is the policy intended to support?) | Equality and Diversity Strategy |
| **Version Control**V1 – Dec 2011: Replaces the former SHG PolicyV2 – Aug 12: Brand ChangeV3 – Feb 13: Adds the term ‘Client’. V4 - Dec 14: Policy reviewed to support refreshed E&D StrategyV5 – Feb 18: policy review V5a – Feb 19: P3 ‘gender’ to include sex.V5b – Nov 19: P3 identify gender and sex separatelyV5c – extension to Aug 21 agreed | Policy start date – Feb 2018 Policy Review due – Aug 2021 |
| **Approved by** | SMT February 2018 |
| **Consultation** | Curo E&D Group |
| **Equality analysis** | The policy supports our People Plan and iscompliant with general and specific duties under the Equality Act 2010 |
| **Next review date** | August 2021 |

**Policy Statement**

Curo is committed to promoting peoples’ rights, responsibilities and dignity. In doing so, we have a strong focus on embracing diversity and delivering services that promote equality of opportunity.

This policy aims to ensure that our equality commitments, reinforced by our CROFT values, are embedded in our day-to-day working practices with all our customers, colleagues and partners.

# Scope

The policy applies to all who are involved with Curo – Board members colleagues, customers, volunteers, contractors and suppliers.

It is an overarching policy which supports the delivery of our equality objectives as outlined in our Equality and Diversity Strategy.

The policy should be read in conjunction with a suite of other relevant policies outlined in section 6

# Responsibilities

* + The Board, the Chief Executive and the Executive Team have corporate responsibility for ensuring that this policy underpins all aspects of Curo’s work, from strategic direction setting to service planning and overview.
	+ Managers at all levels are responsible for putting the policy into practice as part of their day-to day management of colleagues and business areas.
	+ Each employee is responsible for putting the policy into practice in their day-to-day work and their dealings with other colleagues, customers and partners.
	+ Customers are responsible for supporting Curo to create an inclusive environment of involvement and participation through treating others with respect and courtesy.
	+ Contractors and suppliers are responsible for working under and adhering to this policy, communicating the policy to their staff, ensure their own employment practices are non-discriminatory, and informing Curo of any perceived or actual incidence/s of unlawful discrimination

# Principles

Curo has a legal duty under the Equality Act 2010 to

* + eliminate all unlawful discrimination, harassment and victimisation
	+ advance equality of opportunity between people with shared and different protected characteristics as outlined in The Equality Act 2010
	+ foster good relations between people with shared and different protected characteristics as outlined in The Equality Act 2010.

Our vision for equality and diversity goes beyond a legal duty. Promoting and valuing peoples’ rights, responsibilities and dignity are at the heart of our values of Caring; Respectful; Open; Fair and Trusting (CROFT).

All colleagues are required to adopt the following principles:

* + demonstrate and evidence appropriate behaviours in relation to our values as part of their professional development reviews
	+ develop and promote a culture of equality and diversity throughout Curo;
	+ develop and promote a culture of dignity, courtesy and respect;
	+ support all customers, colleagues and partners in promoting equality relating to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief (including no religious beliefs), gender, sex and sexual orientation.
	+ work to prevent all forms of unlawful discrimination, bullying, harassment and victimisation, and deal with all occurrences consistently and effectively;
	+ ensure that the Equality and Diversity policy influences and informs the culture of Curo.

# Application

Accountability - The application of this policy is overseen by the Curo Equality and Diversity Group, under the leadership of the Director of People

Alignment with Strategy - The policy will be applied in conjunction with the delivery of our:

* + People Plan
	+ Customer Experience Plan
	+ Care and Support Plan
	+ Marketing and Communications Plan
	+ Procurement Plan
	+ ​
	+ Resident Involvement Plan
	+ Tenancy Services Plan

Operational commitments – the policy will be delivered through the following operational commitments:

* + Know the make up of your communities and annually consider how you can improve the diversity of your board, leadership and staff teams.
	+ Compile diversity-related data on the composition of your (1) board

(2) executive team and (3) total workforce and publish it in an accessible format in your annual report.

* + Challenge all staff (and external agencies) responsible for recruitment to ensure that all shortlists include appropriate candidates from under-represented groups where practicably possible.
	+ Ensure staff members involved in recruitment have completed mandatory training to ensure fair recruitment processes.
	+ Set an aspirational target for board/committee recruitment from under-represented groups to ensure that your governance structure is representative of the wider communities you work in.
	+ Have in place succession and talent management strategies which reflect the principles of inclusion and diversity, so that all staff can succeed and progress, if they have the right skills and values.
	+ Identify and provide appropriate mentoring and coaching opportunities for staff and board members – within your own organisation and/or with external agencies.
	+ Make diversity training mandatory for all staff, and use your corporate communications and culture strategies to ensure diversity is embedded within the organisational values.
	+ Champion the business case for a diverse workforce and leadership – encourage your colleagues, peers and partners to sign up to the challenges.
	+ Sign up and work towards the CIH Charter for Equality and Diversity.

# Related documents

This policy should be read in conjunction with the People Plan stated above and related policies below:

* + A suite of HR policies (e.g. Prevention of Harassment at Work,

Carers’ Leave, Disciplinary Policy, Grievance Policy et al.)

* + Data Protection Policy
	+ Code of Conduct
	+ A suite of customer focused policies (e.g. Anti-social Behaviour Policy, Home Adaptations Policy, Customer Feedback Policy, Safeguarding Policy, Support Planning Policy et al.)

# Measures of success

* + Customer NPS Score
	+ Colleague NPS Score
	+ Volume, nature and outcomes of customer complaints
	+ Volume, nature and outcomes of colleague grievances / disciplinary
	+ Supplier monitoring
	+ Access to services monitoring

# Equality Analysis

The policy strengthens our commitment to promote diversity and deliver equality outcomes for all. It is aligned to our values and supports Curo’s refreshed equality and diversity strategy.

In implementing the policy, our assessment shows that it is unlikely there will be adverse impacts on any protected characteristics. The policy will deliver positive outcomes that promote peoples’ rights, responsibilities and dignity.