

Arawak Walton's
Equality, Diversity and Inclusion Policy Statement
and Implementation Plan
2021 to 2024.

Equality and Diversity Policy Statement

Arawak Walton values equality and diversity and will ensure that we treat all individuals fairly, with dignity and respect.

As a Black led housing provider, we aim to be a leader in all areas of equality and diversity.

Arawak Walton is committed to promoting and mainstreaming equality, diversity, and inclusion in everything we do:

- In order to continually improve our service to our customers
- In order to deliver excellent employment opportunities to our staff
- In order to make our Board and its Directors reflect the diversity of local communities.

As an organisation, we will meet the following challenges to:

- Understand, value and welcome equality, diversity and inclusion
- Ensure that all policies, processes, and procedures reflect these commitments
- Measure, monitor, evaluate and develop plans and report on outcomes in respect of equality, diversity and inclusion
- Develop all staff to enable them to make a full contribution to meeting these objectives
- Support the use of flexible working patterns wherever possible to enable staff to balance work and life responsibilities

- Ensure that our customers receive equal, diverse and inclusive treatment.

Arawak Walton recognises that the development of equality, diversity and inclusion is a continuous process. Regular reports will be presented to the Board based on the outcomes of monitoring appropriate performance.

To achieve this Arawak will:

- 1.** Ensure that equality, diversity, and inclusion is a high priority and an integral part of strategic and operational decisions
- 2.** Consider and adhere to all areas of legislation and performance requirements from external bodies
- 3.** Create an atmosphere of mutual respect between employees and the neighbourhoods we serve and ensure that there is zero tolerance in cases of harassment, hate crime and violence ensuring victims of harassment and discrimination are supported and that effective action is taken against the perpetrators
- 4.** Ensure all employees receive equality, diversity, and inclusion at all stages
- 5.** Raise standards of achievement and promote equality, diversity, and inclusion for all by regularly reviewing, testing, and monitoring our policies
- 6.** Work in partnership with councils and other agencies, and consult with the communities we serve to combat disadvantage, discrimination, and exclusion and to promote equality, diversity, and inclusion
- 7.** Ensure that organisations contracted to deliver our services incorporate equality, diversity, and inclusion in their work practices and in a manner consistent with our policies and procedures.

It is the responsibility of the Arawak Walton Board, Executive Team, Line Managers, staff, Tenant Quality Panel, and organisations who deliver services in partnership to ensure this policy is implemented.

Alongside this Equality, Diversity, and Inclusion Policy Statement, Arawak Walton has also developed a detailed Equality, Diversity,

and Inclusion Implementation Plan to deliver against the principles of this policy and its Equality and Diversity Strategy.

Linked Documents:

- People Strategy
- Code of Conduct
- Employee Promise
- Employee Handbook - specifically the Anti Bullying and Harassment Policy
- Resident Involvement and Consultation Policy
- Concerns, Complaints and Compensation Policy,
- Safeguarding Adults and Children Policy
- Customer Service Charter.

Equality Diversity and Inclusion Implementation Plan 2021 to 2024

Policy Statement	Implementation	Arawak Performance	Actions and Priorities
<p>1. Ensure that Equality, Diversity, and Inclusion is a high priority and an integral part of strategic and operational decisions.</p>	<p>As a Black led housing provider Arawak Walton aims to be at the forefront in all areas of equality, diversity, and inclusion. Driving research and championing regionally and nationally in equality, diversity, and inclusion. Being a voice for BME housing issues and organisations including lobbying the Government and National Housing Federation.</p>	<ul style="list-style-type: none"> • Arawak has a policy statement and strategy in place approved at Board level and championed by the Chief Executive. • We can demonstrate success in meeting a range of equality objectives, working with partners and review on a regular basis. • We can demonstrate improvements and outcomes against our equality objectives. • We can demonstrate VFM in relation to E&D. 	<p>A new strategy and policy statement and action plan will be presented to the Board early in 2021, these documents have been widely consulted upon internally and externally.</p> <p>VFM – E&D applies to both employment retention and complaints. We will adopt good terms and conditions to improve levels of employee retention. We will adopt positive approaches to E&D will maintain low levels of customer</p>

	<p>There is strong leadership from the governing body, chief executive and management team endorsing a strategic commitment to equality, diversity, and inclusion across all nine protected characteristics: Race, Sex, Disability, Sexual Orientation, Gender Reassignment, Religion or Belief, Age, Marriage and Civil Partnership, Pregnancy and Maternity explicitly; and to supporting an understanding of the role of human rights in housing.</p>		<p>complaints.</p> <p>Arawak will develop action and report on implementing equality, diversity, and inclusion in all areas including the nine protected characteristics.</p>
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<p>2. Consider and adhere to all areas of legislation and performance requirements from external bodies.</p>	<p>Undertake equality analyses which show how equality, diversity, and inclusion informs business objectives and equality analyses are transparent, monitored, reported, and acted upon.</p>	<ul style="list-style-type: none"> • A prioritised programme of equality analysis (EAs) is in place. Strategies, policies and functions are being impact assessed on an on-going basis and reported. • Objectives arising out of EAs have been integrated into strategic plan priorities and equality outcomes are being achieved. 	<p>On-going equality analysis of all reviewed policies being carried out but the external equality and diversity critical friend.</p> <p>Consider signing up to external equality and diversity accreditation or initiatives in 2021, to help demonstrate our equality and diversity commitment.</p>
<p>3. Create an atmosphere of mutual respect between employees and the neighbourhoods we serve. Ensure that there is zero tolerance in cases of harassment,</p>	<p>The organisation communicates a zero-tolerance approach to discriminatory attitudes or practice from staff, partners, contractors, suppliers, customers and from individuals</p>	<ul style="list-style-type: none"> • Structures are in place to identify, prevent and deal effectively with harassment and bullying in the workplace. • Harassment and bullying at work are dealt with effectively and more staff say that they are treated with dignity and respect. • The Anti-Harassment and 	<p>Equality, diversity, and inclusion is embedded in everything we do.</p> <p>Our core service deals with harassment, hate crime, domestic abuse and violence and will</p>

<p>hate crime and violence ensuring victims of harassment and discrimination are supported and that effective action is taken against the perpetrators.</p>	<p>in the communities in which they work.</p> <p>Commitment to equality, diversity, and inclusion is public, clear and transparent – all language, imagery, policies, procedures and publicity are inclusive and representative of diverse communities. Information is provided in alternative or accessible formats where this is required.</p> <p>Work with the communities which they serve and with community partners</p>	<p>Bullying Policy review included a specific section on Disability Hate Crime and the organisations response.</p>	<p>support staff or customers involved in such cases.</p> <p>All complaints of harassment, discrimination or hate crime from staff or customers will be dealt with swiftly and confidentially, and staff will be protected against victimisation from making, or being involved in, a complaint. Intentional false allegations will be considered a form of harassment and dealt with appropriately.</p>
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	<p>to advance equality, diversity, and inclusion and foster good relations between different groups within the communities which they serve.</p> <p>Work with the communities which they serve and with community partners to eliminate discrimination, tackle harassment, hate incidents and hate crime and domestic violence.</p>		
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<p>4. Ensure all employees receive equality and have their diversity embraced at all stages through inclusive policies.</p>	<p>Equality, diversity, and inclusion inform recruitment and staff development - the staff employed represent the communities the business serves.</p> <p>Diversity is represented at all levels of the organisation and staff's diversity is considered when reporting on staff satisfaction with the organisation.</p> <p>Staff at all levels are supported to gain appropriate knowledge and skills to deliver culturally and diversely</p>	<ul style="list-style-type: none"> • We can demonstrate movement towards greater equality, diversity, and inclusion in our workforce profile, including addressing specific under representation. • A range of innovative processes are in place which deliver equality, diversity, and inclusion outcomes for the whole workforce. • We ensure that all employment procedures comply with equality legislation and employment codes of practice. • Arawak staff are diverse and hold a great deal of diverse knowledge about our customers. 	<p>All human resources policies and our People Strategy are regularly reviewed to improve the equality, diversity, and inclusion outcomes for the workforce.</p> <p>We enable staff to operate flexibly to enable work life balance, whilst retaining a core office base for staff and customers.</p> <p>The Anti-Harassment and Bullying Policy and process was updated in 2019 and equality analysed.</p> <p>Gender Pay Gap reporting has been developed and is ongoing.</p>
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	<p>appropriate services to customers.</p>		<p>Ethnicity Pay Gap reporting will commence in 2021.</p> <p>All staff are given equality, diversity, and inclusion training annually and are encouraged to use their language and cultural knowledge in their day-to-day contact with customers.</p> <p>Address any areas of under-representation within our workforce.</p>
<p>5. Raise standards of achievement and promote equality, diversity, and inclusion for all by regularly reviewing, testing, and</p>	<p>Be committed to ongoing improvement in providing fair, inclusive and accessible services to existing customers and to future customers.</p>	<ul style="list-style-type: none"> • Arawak has a sophisticated and segmented understanding of customers and local communities which influences and informs policy developments. • Involvement and consultation influence and inform 	<p>Knowing our customers is fundamental to the organisations culture, however, to achieve true understanding of the diversity of our customer base further work will</p>

<p>monitoring our policies.</p>	<p>Effectively empower tenants to scrutinise, monitor and review services for equality, diversity, and inclusion - provide customers with regular, robust, and appropriate information in accessible formats which have been agreed with them and customers are encouraged to challenge performance in relation to equality, diversity, and inclusion.</p>	<p>equality, diversity, and inclusion priorities.</p> <ul style="list-style-type: none"> • The organisation can monitor satisfaction rates for all sections of its customer base. • The identified needs of vulnerable and marginalised groups are addressed, and services are designed to ensure that customers are treated with dignity and respect. • Arawak will use customer profiling data to analyse performance, such as customer satisfaction and use this analysis for future developments. 	<p>be undertaken on profiling.</p> <p>We have spent a considerable amount of time updating records, contacting customers and engaging with them to understand why we need this information.</p> <p>We reviewed our profiling questions to achieve the best outcomes and developed a more detailed disability questions form to enable the organisation to record the needs of customer.</p> <p>We will continually review the best way to gather customer knowledge and will include an open question, so customers</p>
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			<p>can self-define their gender.</p> <p>The organisation recognises the changing issues regarding gender identity and will respond as required it will also respond to people who change their gender identity and work with them to provide the most appropriate service.</p>
<p>6. Work in partnership with councils and other agencies and consult with the communities we serve to combat disadvantage, discrimination, and exclusion and to promote equality, diversity, and inclusion.</p>	<p>Build visible links with local, diverse, and representative community groups and community advocates to strengthen relationships with the communities which they serve and to build trust</p>	<ul style="list-style-type: none"> • As an organisation we embrace equality, diversity, and inclusion in all our activities. • We mainstream equality, diversity, and inclusion in everything we do and are vigilant in our continual review and assessment of performance. 	<p>On-going and a fundamental part of the organisation's culture and business plan.</p>

		<ul style="list-style-type: none"> • We will continue to work in partnership with other agencies across neighbourhoods to identify and share emerging priorities. 	
<p>7. Ensure that organisations contracted to deliver our services incorporate equality, diversity, and inclusion in their work practices and in a manner consistent with our policies and procedures.</p>	<p>Work with organisations contracted to deliver our services to enable them incorporate equality, diversity, and inclusion in their work practices and training of their staff.</p>	<ul style="list-style-type: none"> • We can demonstrate success in meeting a range of equality objectives, working with contractors, and is reviewing them on a regular basis. 	<p>On-going and a fundamental part of the organisation's culture and business plan.</p>