

## Key achievements delivered



### Key Themes

#### Governance

- ✓ Executive, Board and Committee members engaged in EDI and Unconscious Bias training.
- ✓ Launched Trainee Board Member Programme and recruited a new Customer Board member (positively impacting age diversity).
- ✓ Annual EDI updates to Committee and Board with EDI section integrated into all Board reports.

#### Colleagues

- ✓ Continuing to develop awareness and knowledge various colleagues have engaged in: -
  - EDI & unconscious bias
  - Inclusive recruitment
  - Art of excellence training- recognising different groups and adapting approach
- ✓ Gender pay gap report published with improved pay gap.
- ✓ More diverse workforce in relation to ethnicity compared to 2023.

#### Policy

- ✓ EDI Strategy (for customers, colleagues and Board) published alongside EDI policy.
- ✓ Launched new Corporate Plan 2030 – with values - ‘We build togetherness because we value the diversity of our communities, striving to ensure our services meet their needs’.
- ✓ Equality Impact Assessments (EIAs) – 19 policies, 2 events and 2 development sites have had an EIA completed resulting in changes and review of internal guidance and procedure where required.

#### Partners and Stakeholders

- ✓ Customer centric locality working model with bespoke neighbourhood plans unique to the needs of the locality.
- ✓ Chair the North Staffs financial inclusion group helping the most financially vulnerable people in our area.
- ✓ Provide employment & skills, money advice and locality services with the promotion of environmental and economic wellbeing in partnership with local partners.
- ✓ Supporting LAs achieve objectives; temporary accommodation offer to support homelessness and help support customers gain the skills required to sustain their tenancy post move on.

#### Communication

- ✓ Inclusive imagery on customer communications.
- ✓ All customer communications undergoes plain English check to ensure it is accessible and jargon-free.
- ✓ New accessibility tool added to the website to ensure digital information is more accessible.
- ✓ Pride Month - colleague and customer campaigns to celebrate Pride Month and engaged with the community promoting money advice, employment & skills and recruitment opportunities.

#### Suppliers

- ✓ Procurement policy and Strategy include EDI section to consider EDI requirements.
- ✓ Contract Management rolled out to all contract managers throughout November 2023 and January 2024.
- ✓ Review of new supplier onboarding questionnaire enhancing EDI.

#### Customers

- ✓ Data on engagement with customers - ‘you said we did’, TSMs and complaints.
- ✓ Customer voice used to inform the new Corporate Plan 2030 and reported to Board at each meeting.
- ✓ EDI training delivered to all members of OASIS, HOME and CARE groups. EDI training included in induction programme for new engaged customers.
- ✓ Customer Services face to face service introduced at Guildhall twice a week and Kidsgrove, for those customers that prefer to contact us in this way