

Equality, Diversity and Inclusion Strategy

At the Cairn Housing Group, we promote an environment which values all cultures and groups which is reflected in our interactions with employees, Board members, customers, visitors, suppliers and contractors.

We achieve that through educating our people, embracing and celebrating difference and ensuring our policies and procedures are both inclusive and non-exclusive.

Equalities is about all people being able to access services and opportunities and preventing discrimination, **diversity** is about recognising, respecting and valuing differences in people and **inclusion** is about creating an environment where everyone feels welcome, valued and respected irrespective of their differences.

This strategy relates to the Cairn Housing Group as an employer, a landlord and a service provider.

It sets out how we plan to further develop our culture. We want to be and be seen as a welcoming and open organisation to all people.

Diversity Champions

To create a truly diverse and inclusive culture, we need to understand the challenges and prejudices faced by people from various backgrounds, cultures and groups. As such, our work to create that culture will be driven through collaboration with a group of staff who have a passion for making Cairn more diverse and inclusive – the Diversity Champions.

We will seek to recruit people to the group with diverse ages, ethnic backgrounds, religious beliefs, genders, sexualities and disabilities.

We will give the group clarity on their remit and responsibilities and the training and support to meet them. They will help recommend, design and deliver initiatives to make us a more diverse and inclusive organisation.

Executive Sponsorship

Diversity and inclusion permeates everything we do and, as such, the Chief Executive will be responsible for the implementation of this strategy. The Chief Executive will be assisted in that by the Executive Team.

Education

We believe that knowledge is crucial in creating a diverse and inclusive culture so we will implement a programme of education which gives insight into the lives of people from all groups.

With the help of our Diversity Champions, we will make efforts to forge relationships with organisations who represent different groups in society with a view to learning from them how to make Cairn accessible and welcoming to and understanding of the people they represent.

As far as we are able, we will seek input from those groups when we make policy or design processes and procedures.

Scrutiny

We will devise a rolling programme of scrutiny of all our policies, processes and procedures to ensure they are inclusive and non-exclusive. That scrutiny will be led by our Diversity Champions and approved by the Executive Team or Board, where appropriate.

Feedback will be given to the group on the implementation of their recommendations and, where implementation is not possible, an explanation why.

Reporting

Regular and distinct reports on the progress of this strategy will be provided to the Executive team on a six monthly basis and to the Board Annually as part of the Assurance Statement. These reports will include demographic information on the diversity of our workforce and customers as well as information on the implementation and impact of initiatives.

Action Plan

The biggest focus of our action plan is to carry out investigative work and research training needs. We will review our action plan in 18 months.

Action	Timescale	Responsibility	Progress
Investigative work			
Approval of the Equality, Diversity and Inclusion's Group Terms of Reference	By October 2021	Executive Team	Complete
Develop the profile of our staff and Board	By April 2022	Diversity Champions	In progress
Develop the profile of our customers <ul style="list-style-type: none"> Review customer privacy statements Gather profile information using tenant survey and other methods. 	By June 2022	Diversity Champions	Delayed. Need to speak to Morag and Chris about the logistics of issuing this survey. Hopeful to get it done this summer
Agreement of what we need to monitor, how often and where to report this information.	Reporting to start April 2022	Diversity Champions	Partially actioned. Beginning to report on recruitment and make up of staff (age, gender, etc). Don't know enough about tenants yet to know if/what we should monitor/report
Create equality impact assessment for policies and a guide for staff to understand it	By December 2021	Gillian Devlin / Amy Sutherland	Almost complete. Need to agree on process for policies to go through EIA
Using monitoring information to inform decisions and further improvements	From April 2023	Diversity Champions	Not at a point to be able to action this yet
Improvement plan			
Calendar of communications promoting equalities	By December 2021	Amy Sutherland / HR	Ongoing
Update policies and written documentation	By December 2022	TBC	This will be ongoing process as we will update

			them as they arise
<p>Review recruitment process:</p> <ul style="list-style-type: none"> • Review job description and person specification to ensure tasks and duties remain justified and necessary for the post • Adverts with certain words associated with protected characteristic removed • Review where adverts are placed to allow selection from a wider and more diverse pool • Applications to be made available in accessible formats • Personal information withheld from shortlisting managers • Recruiting staff to receive training on equality and diversity and unconscious bias to reduce the possibility of unlawful discrimination 	By April 2022	Gillian Devlin / Steph Arnott	<p>Partially actioned.</p> <ul style="list-style-type: none"> • Updating them as and when vacancies arise • Adverts are standard so no need for updates • Ongoing • More thought to go into this • Complete • Recruitment policy is still to be updated. Once it has, the learnPro is ready to go
Research training and education opportunities for staff at induction and ongoing	By April 2022	Tina Cook	Underway. Have already done age specific training. More to do but need to find out what priorities are first.
Research training opportunities for the Board	By April 2022	Tina Cook/Carolyn Owens	Underway. Steven has asked Harper McLeod to carry out training and there is a specific learnPro on equalities for Board members