

Annual Equality, Diversity and Inclusion Statement 2023/2024

Our ambition and approach

Our ambition is to achieve the broadest sense of diversity, extending beyond the statutory duties to include diversity of thought, education and caring responsibilities as we recognise that such diversity adds strength to our work. Our purpose is to provide great homes, great services and develop great people at Coastline and in our communities – all underpinned by great foundations. One part of our great foundations relates to strong governance, and our shared values below, that shape our culture, to:

- Put our customers first;
- Be open, honest and accountable;
- Strive to be the best; and
- Value each other.

We work with a diverse range of communities, safeguarding some of the most vulnerable and socially excluded people in society. We respect and value differences and recognise that diversity enriches our communities and strengthens our collective resources and effectiveness as One Coastline. The Group Equality and Diversity Policy sets out and demonstrates our commitment to actively promote equality and treating all people with dignity and respect. This means being fair to all, irrespective of age, gender, disability, race, caring responsibilities, religion/belief or sexual orientation and challenging unfair treatment and all forms of discrimination. The policy states that:

Coastline is committed to:

- *Valuing our customers and involving them in the development of services that recognise and promote diversity;*
- *Recruiting a workforce and having a governance structure that generally reflects local populations;*
- *Supporting and training colleagues and volunteers to enable them to demonstrate an understanding of and commitment to equality and diversity and antidiscrimination practices;*
- *Fulfilling wholeheartedly our statutory, regulatory and corporate responsibilities;*
- *Everyone being entitled to an environment which promotes dignity and respect to all;*
- *No form of intimidation, discrimination, harassment or bullying will be tolerated;*
- *Equality and diversity being central to the viability of the business;*
- *Investigating any breaches of our policy seriously and taking appropriate action to mitigate any negative impacts; and*



- *Ensuring diversity and inclusion is embedded within our practices and policies.*

This policy is fully supported by the People Committee and wider Board, Executive Team, Senior Leadership Team, Staff Forum Representatives, volunteers and customers involved in the governance of Coastline.

Part of our core purpose is to improve the health and wellbeing of people living in our homes and work collaboratively across the Coastline family and partnerships to remove barriers and facilitate positive and sustainable opportunities for our customers and colleagues. For our customers this means being fair and inclusive in all aspects of service delivery making any reasonable adjustment to recognise the diversity in needs and preferences and to ensure services are accessible to all.

We want to be recognised as an organisation delivering fair, inclusive, accessible services and an employer and partner of choice. In order to achieve this we have set out the behaviours that we consider are important:

- Value all our customers and colleagues, respecting everyone's differences;
- Creating an inclusive environment, where everyone's contributions are welcomed and respected;
- Be transparent, open and receptive to all cultures, opinions and contributions;
- Challenge behaviours, discrimination and stigmas that don't align with our values, holding each other to account.

In August 2022 Coastline was awarded Disability Confident Leader Level 3 status; one of only two organisations (the only Housing Association) in the South West to hold this.

For further information on our approach, please read the group Equality and Diversity Policy available on our website.

This Annual Equality, Diversity & Inclusion Statement (AEDIS) demonstrates what we achieved last year and what we plan to do this coming year to work towards the elimination of discrimination, promotion of equality of opportunity and building on our Trust Charter commitments.

The AEDIS is produced by the internal EDI Working Group, reviewed by the Executive Team and approved annually by the People Committee.



AEDIS Action Plan 2023/24		Lead	Purpose/outcome desired
1.	Review the Group Equality & Diversity policy (due May 2023) and publish EDI statement for 2023/24	Heads of People and Culture and Governance	Ensure our compliance with equality duties is transparent and in line with law and good practice, including NHF Code of Governance. That customers can easily access our position statement and action plan, via dedicated page on our website. Through completion of the policy review and publication of the updated policy and latest EDI statement.
2.	Promote a protected characteristic news update or culturally significant event monthly to colleagues and website, intranet and related communications.	Communication Team /People and Culture Team	Ensure colleagues and customers understand and are aware of diversity; to foster good relations in wider stakeholder groups – internal and external. Including through continuation of calendar of events.
3.	Complete the implementation of findings and recommendations from National Housing Federation EDI tool and report to prioritise information gaps in our colleague and customer protected characteristic profiling and reporting	Heads of Service	We will collect and report on appropriate EDI data and have confidence that our people (from Board level to front line) are broadly representative of the communities we serve. Including through completion of actions underway from 2022/23 plan.
4.	Improve visibility of communities that may be less represented on a local scale	Head of People and Culture	A workforce that celebrates diversity and recognises the skills/talents/work that being a multi-diverse workforce attains Aim to address areas that have a higher percentage of protected characteristics for employment opportunities, and take public stances on national campaigns
5.	Internal review of HR Policies from an EDI perspective	Head of People and Culture	To identify and eliminate any unintentional bias. Through an update of policies as and when they are due for review.
6.	Implement refreshed Group EDI training offer	Head of People and Culture	All colleagues/contractors receive appropriate training, including setting out expected behaviours, respectful and appropriate communication and positive body language. Including through roll out of new Management Development Program.
7.	Ensure EDI implications are fully considered during forthcoming Non-Executive Director recruitment.	Head of Governance, Risk and Assurance	To demonstrate commitment to the requirements of the NHF Code of Governance including membership of Board and Committees comprises people



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			with diverse backgrounds and attributes, having regard to the diversity of the communities Coastline serves and in line with Coastlines EDI commitments.
8.	Consider invitation to participate in NHF Chairs EDI Challenge or demonstrate commitment through alternative means	Head of Governance, Risk and Assurance	To demonstrate commitment to the requirements of the NHF Code of Governance
9.	Consider outreach to local schools and colleges re careers in Housing as a route for opportunities to intern, volunteer or employ younger persons	Head of People and Culture	A workforce that celebrates diversity and recognises the skills/talents/work that being a multi-diverse workforce attains
10.	Consider opportunities to engage with our main contractors to support them achieve their social goals and generate social value	Heads of Service	To widen our influence in bringing improvements to the communities Coastline serves
11.	Keep the EDI working group membership under review	Head of Governance, Risk & Assurance	EDI matters mainstreamed across the group with active engagement encouraged from all areas

