

## Annual Equality, Diversity and Inclusion Statement 2026 / 2027

### 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**    **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;*
- *Recruiting a workforce and having a governance structure that generally reflects local communities;*
- *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, where equality and diversity are central to the viability of the business;*
- *Investigating any breaches of our policy seriously and taking appropriate action to mitigate any negative impacts; and*
- *Embedding diversity and inclusion through all our practice, taking a zero-tolerance approach to intimidation, discrimination, harassment or bullying.*

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.

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We want to be recognised as an organisation delivering fair, inclusive, accessible services and an employer and partner of choice, regardless of any economic or political influences. 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.

Since August 2022 Coastline has held Disability Confident Leader Level 3 status; one of only two organisations (the only Housing Association) in the Southwest to hold this. We remain committed to growing the support and provision provided for vulnerable, disadvantaged and minority groups, across our colleague and customer base. For further information on our approach, see the [Group Equality and Diversity Policy](#) available on the 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.

Number	AEDIS Action Plan 2026/27	Lead	Purpose / Desired outcome
1.	Keep Coastline's Equality, Diversity and Inclusion Policy under review and drive activities supporting Coastlines Annual EDI Position Statement 2026/27	Assistant Director of People, Culture & Comms	Ensure Coastline's activities are transparent, proactive and aligned with best practise. Driving ethically sound business and people practises, promoting equal opportunities and being a leader of diversity in the local community. Aligning our activities with NHF Code of Governance. Ensuring our customers can easily access our commitments, EDI and Vulnerability statements and action plans. Support business leaders in removing barriers, challenging discrimination and ensuring continuous learning, to maintain a workplace that feels psychologically safe and inclusive.
2.	Promote a variety of protected characteristics, news updates or culturally significant events regularly to colleagues and	Assistant Director of People, Culture & Comms	Ensure our colleagues and customers understand, support and celebrate differences, fostering good relations with all internal and external stakeholders. Producing and monitoring Coastline's annual calendar of events that highlight significant EDI activities and dates.

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	customers, via the website, intranet and all communications and publications		
3.	Implement findings and recommendations from the National Housing Federation's EDI tool. Report on information gaps in our colleague and customer and proactively work to address the gap through protected characteristic profiling	Assistant Director of People, Culture & Comms Head of Customer Voice and Experience Head of Data Insights and Data	Collecting, reporting and acting appropriately on EDI data and have confidence that our people (from Board level to customer facing) are broadly representative of the communities we serve. Utilise the NHF reporting tool to actively measure and address EDI gaps and actively work to reduce these. We aim to include customers representatives on interview panels for senior customer facing roles and lead the way on what 'good' data and diversity looks like.
4.	Proactively increase visibility of customers and communities that are less represented on a local scale. Take positive action to attract, appoint and retain a workforce committed to supporting disabled, marginalised and under-represented groups	Assistant Director of People, Culture & Comms	Help create an environment that celebrates diversity, recognises the skills, talents and benefits of being a multi-diverse workforce. Focus on groups that have a higher percentage of protected characteristics for employment opportunities, and take public stances on national campaigns and celebrations.
5.	Support the review of all Corporate Policies and publications ensuring equality, diversity and inclusion is at the heart	Assistant Director of People, Culture & Comms	Work with Policy owners to identify and eliminate any unintentional bias. Actively work to ensure role profiles and job titles are gender neutral, and that all corporate communications use language that does not discriminate, marginalise or exclude any minority groups.

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6.	Deliver outreach to local schools and colleges for careers in Housing as a route for opportunities to volunteer, train or employ younger persons	Assistant Director of People, Culture & Comms	Support and champion work within the local community that encourages a future generation equipped with skills, talents and opportunities in housing and construction.  Collaborate with education providers to make housing a career – inspiring future professionals from our communities and addressing the skills shortage in the county. Creating opportunities that benefit local young people and encourage them to train and remain in the local area.
7.	Proactively drive the EDI steering group activities and keep membership under review	Assistant Director of People, Culture & Comms	Ensure Coastline’s EDI initiatives are mainstreamed and integrated across the organisation, with active engagement from all key business areas. Appoint and support EDI champions to drive Coastline’s EDI goals and objectives. Provide Continued Professional Development for EDI champions and colleagues, to ensure we deliver excellence in all aspects of our work.
8.	Actively lead on activities under the Customer Trust Charter through our commitment to, <i>“Valuing and celebrating differences”</i>	Head of Customer Voice and Experience	Strive to be an organisation that ensures diverse customer representation that captures a wide range of backgrounds and experiences and creates a safe and welcoming environment where all participants feel valued and can speak freely. We strive to removes barriers and actively encourage and facilitate participation from underrepresented communities, including targeted communications and adjustments.
9.	Commit to providing support for all customers, enabling equal access to our homes, support and services. Adhere to Coastline’s Vulnerability Statement, recognising, recording and responding appropriately to our customers’ needs	Head of Customer Voice and Experience	Be an organisation that recognises and anticipates customer vulnerabilities and their impact, that actively removes disadvantages and signposts and refers vulnerable customers to suitable support and resources. We will recognise and accommodate adjustments wherever possible, taking a whole person, human centric approach. We will not make assumptions but ask customers what really matters to them. We will accurately record and maintain vulnerabilities and the impact on customers so we can regularly review and adapt our services.
10.	Review, support and publish Coastline’s annual Menopause	Assistant Director of	In 2026/27 we will publish our first workplace Menopause Action Plan and Menopause Policy, making clear our commitments to colleagues experience menopausal symptoms. We strive to go above and beyond what is legally required, ensuring our

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	Action Plan and Gender Pay Gap reporting	People, Culture & Comms	workplace recognises the challenges people face during different phases of their work-lives. The EDI Steering Group will monitor Coastline's Gender Pay and financial data annually, actively highlighting and making recommendations to business leaders, to help reduce any gaps identified.