

The Pioneer Group Equality, Diversity and Inclusion Strategy

The Pioneer Group Equality, Diversity and Inclusion Strategy, and the accompanying Action Plan, set out the approach we will adopt to turn the principles of our policy into tangible actions that can be measured and monitored.

Our strategy will ensure:

- That our commitment to Equality, Diversity and Inclusion informs all our operating processes
- That our services are accessible and available to all
- That our workforce and leadership mirror the diversity of our City
- That as an anchor organisation we are supporting inclusive communities across our core neighbourhoods

Goals of our approach to Equality Diversity and Inclusion

The Pioneer Group is committed to ensuring equality of opportunity, tackling discrimination, welcoming diversity and promoting inclusion across the communities we serve. We have core values of empowerment, respect and community and we recognise that we are better together. We have a key role to play within our area of operation in Birmingham, both as an employer and as a social housing landlord. We aim to work in partnership with others to champion equality and to achieve appropriate and valued services for all sections of our communities.

Our commitment comprises:

- Delivering the best service possible to all our customers
- Providing the best opportunities and working environment for our staff
- Removing barriers that prevent communities from flourishing.

This means understanding individual circumstances, choices and needs, and tackling all forms of discrimination.

Scope

The Pioneer Group policy covers the following broad areas:

- How we ensure leadership and provide governance
- How we treat our employees
- How we provide our services
- How we engage with our communities

Policy principles

We have adopted a set of service principles to underpin our Equality, Diversity and Inclusion policy. These were originally promoted by the Chartered Institute of Housing and they are set out below:

- **Understand our customers** – better understand who our customers are and their needs, so that we are able to provide appropriate tailored services which are accessible to all.
- **Promote accessibility** – services should be sensitive to differing needs and create a level playing field and access for all.
- **Value diversity** – recognise, and proactively promote, the benefits that people with diverse backgrounds can bring to the communities in which we work.
- **Promote engagement and involvement** – ensure all customers have the opportunity to get involved in developing and shaping the services we offer.
- **Promote inclusive communities** – everyone should feel that they belong in the community and we will foster good community relations.
- **Provide clear and meaningful information** – ensure that we provide clear and meaningful information about our services in ways that are accessible and meet the needs of all the customers in the communities in which we work
- **Partnership working** – commit to supporting and promoting our equality and diversity aims with all our partners and maintain a clear expectation that all our contractors and suppliers should demonstrate this also.

Action Plan

We will develop a comprehensive Action Plan to support this strategy, with clear actions, timescales and accountability for delivery. The Action Plan will be structured to reflect the broad areas that span the scope of our policy.

Responsibilities and Monitoring

An internal Equality Diversity and Inclusion Delivery Group will be established and will have operational responsibility for developing the detail of our Action Plan and driving it forward. Executive and Senior Management Teams will receive regular updates on the work of the EDIDG. On an annual basis, Group Board will be provided with assurance reports following annual reporting and discussion at CVCH, Compass Support and SGCH Boards. These Boards will specifically contribute to the development of relevant actions for their service areas.

Implementation of policy will also be supported through a Diversity Advisory Group comprising both members of staff and Board members from across the Governance of the Pioneer Group

The Housing and Customer Services Director will provide strategic leadership and will chair the Diversity Advisory Group