

SP01 Equality, Diversity and Inclusion Policy



Scope of policy

This policy sets out how Soha Housing (Soha) promotes Equality, Diversity, and Inclusion (EDI) across all areas of the business, including service provision, recruitment, and employment. It should be read in conjunction with our Equality, Diversity, and Inclusion Strategy, which sets out a detailed action plan and our approach.

Aim

The aim of the policy is to outline how Soha is embedding the principles of EDI into the company's culture and values, ensuring high-quality services for all and being an employer of choice.

Soha is committed to EDI because we wish to celebrate diversity and build an inclusive culture where all residents and staff are supported to thrive and be part of positive communities and a Soha team that fosters diversity in thinking. We want to remove the barriers of discrimination and empower our people to tackle discrimination and racism whenever we encounter it. We want to ensure fairness and equality for all in access to our services and our employment.

Policy Statement

Equality, diversity, and inclusion are fundamental to the way we work and are embedded into our culture and values. Soha commits itself to promoting equality, valuing diversity, and encouraging inclusion – for our customers, staff, external stakeholders, and contractors. We aim to provide high quality services and to be an employer of choice.

We take an integrated approach to equality covering the nine protected characteristics as set out in the Equality Act 2010.

9 Equality Strands	
Age	Race
Disability	Religion or belief (or lack of...)
Gender reassignment	Sex (gender)
Marriage and civil partnership	Sexual orientation
Pregnancy and maternity	

We also consider additional barriers people may face such as: location, historical factors, socio-economic, work status, educational attainment, caring and childcare responsibilities, and other factors – that might directly or indirectly exclude them from accessing services and opportunities.

We self-assess using external tools, such as those offered by the Chartered Institute of Housing, HQN, and Housing Diversity Network. The outcomes of the self-assessment are incorporated into the EDI Strategy SS01.

Soha takes a proactive leadership approach to EDI and Inclusion through regular staff training – including new staff induction – creating a golden-thread EDI and inclusive culture throughout our organisation, service provision and employment practices.

Implementation

Soha's Equality, Diversity, and Inclusion Strategy, sets out our approach – covering areas for action and review. These will be delivered through the strategy action plan.

Areas include:

Tailoring and targeting services: We use customer profiling information to design and deliver housing services that meet the needs of individuals and changing communities and will test this meets tenants' priorities. We will maintain data collection to a rate of over 90% across the key protected characteristics that we track.

How we use your data: Soha collects data about our residents protected characteristics to help us provide excellent and tailored services. Such data is securely stored within each resident's personal records and is only accessed by staff who have a legitimate business use to access the data, such as notifying a Soha repairs professional that a resident may have a disability, in order to best provide a repairs service. Soha also collects protected characteristic data on our employees, which is securely stored in employees personal records, in order to help Soha measure the effectiveness of EDI recruitment approaches and to measure the Gender Pay Gap.

Making Reasonable Adjustments: Soha will ensure that we provide equitable services to our residents with disabilities and health conditions through making reasonable adjustments. We will work with residents who will benefit from reasonable adjustments to provide them in areas such as: communication; providing specialist equipment; allowing additional time; and prioritising residents in need to reduce risk. See SP52 Reasonable Adjustments for Residents Policy for further information.

Safety and security of vulnerable people: Soha recognises the importance of safeguarding and prioritising the security of vulnerable people and we work closely with the relevant agencies. SP19 Safeguarding Vulnerable Residents Policy sets out our approach in this area, with SP21 Anti-Social Behaviour covering how we tackle hate-based harassment. We have procedures setting out when and how management transfers may be used, including for reasons relating to EDI (e.g., domestic abuse cases – SP42 Domestic Abuse Policy). Soha meets all conditions in the Modern Slavery Act, 2015 S.54 (1) and is committed to ensuring that slavery and/or human trafficking are not taking place in either our employed workforce or our supply chain.

Strong, representative leadership and involvement: Soha demonstrates strong leadership on equality, diversity, and inclusion, with Executive, Board and Tenants' Forum Champions. Our SS03 Community Strategy sets out how we engage with different communities and support their involvement.

Communications, awareness, and training: We promote a positive image of different equalities groups and communicate with tenants about our equalities priorities. We regularly train all staff on EDI awareness and require contractors to have EDI training.

Procurement: We expect our contractors to reflect our approach to EDI. We will require that all contractors have their own EDI policy which reflects Soha's.

Partnerships and adding value: We have strong partnerships – working co-operatively with external stakeholders and signpost to specialist agencies when required. We add value to partnerships and measure the impact of joint working.

Employment: Soha have procedures ensuring the highest standards of best practice relating to EDI including: Recruitment, Flexible Working, Remuneration and Benefits, Bullying and Harassment and Parental Leave.

Resident Involvement

Residents are represented on our EDI steering group, which takes strategic level ownership of EDI and Inclusion. Representative groups (such as DAAG and Seniors Group) are encouraged and supported to be actively engaged across the business.

Responsibility

Soha monitors and reports key EDI figures annually – showing service and employment outcomes to the Tenants' Forum and Board. This report is used to check areas of possible concern and to plan improvements.

Soha will carry out Equality Impact Assessments (EIAs) on all customer facing services ensuring we have documented evidence demonstrating 'due regard' has been paid to the nine equality strands.

The Chief Executive is responsible for effectively implementing this policy.

Context

SP18 Aids and Adaptations Policy	HR03 Grievance Policy
SP19 Safeguarding Residents Policy	Equality Act 2010
SS01 Equality, Diversity & Inclusion Strategy	HQN Equality and Diversity Tool Kit
SP21 Anti-Social Behaviour Policy	SP52 Reasonable Adjustments for Residents Policy
SP24 Domestic Abuse Policy	
HR07 Recruitment Policy	RSH Regulatory Framework
HR02 Time off Work Policy	Modern Slavery Statement

Version number - 3					
EDI Steering Group review	25 February 2025	DAAG review	4 March 2025	Seniors' Group review	4 March 2025
Members' Forum approved	13 March 2025		Board approved		27 March 2025
EIA completed	7 March 2025		Review due date		By March 2028
DPIA Checklist completed	N/A				