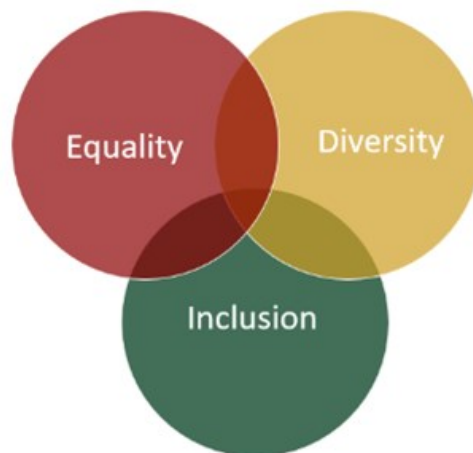


At PCHA we believe every individual is unique. We recognise and value our people (residents, staff, board and other partners) as individuals first and foremost. We aim to create an open, fair and respectful culture, where differences are embraced, and where everyone is able to be themselves at home and work.

We will take a zero-tolerance policy towards discrimination or harassment of any kind.

Our Equality and Diversity Strategy

We have established a three-year plan setting out our strategy for achieving the culture we want to create. We see this as a journey and will monitor and report progress to our Board and residents regularly. The three key strands of this strategy are:



1. Equality. By this we mean:

- Every individual has an equal opportunity to make the most of their life and talents, and a right to be treated with the same respect as everyone else.
- No one should have poorer life chances because of where or how they were born, the situations they have lived through, what they believe, or whether they have a disability.
- Certain groups of people with protected characteristics have experienced more discrimination than others and are therefore protected in law.

2. Diversity. By this we mean:

- Everyone is unique and we recognise, value and take account of people's different backgrounds, knowledge, skills, needs and experiences.
- We encourage and celebrate those differences to create a cohesive community and team.

3. Inclusion: By this we mean:

- We will strive to make every individual or group feel welcome, accepted and respected.
- We will create an environment which is open and respectful, and which strives to meet the needs of people with different backgrounds, allowing them to reach their full potential.



Our Vision

Whilst we have made some progress to date, it would be fair to say that we are at the start of a journey to create the culture we want.

One of our key values is **Behaving with Respect**. In particular, we aim to:

- Behave in a fair-minded and non-judgemental way
- Value the individuality and diversity of our residents, staff and communities
- Be inclusive and respectful in the way we work
- Celebrate difference, believing everyone is unique
- Have a zero-tolerance approach to discriminatory behaviour.



We recognise that our people have different experiences, stories and needs and that each of us is unique. It's important to us that we create a fair and inclusive place to live and work where every individual feels confident not only that they will not be exposed to discrimination, abuse, harassment or any other emotional harm, but also that they and their life experiences will be listened to and valued.



PCHA promotes an open, respectful and transparent culture, where difference is encouraged, and everyone can be authentic. We know that people's experiences and perspectives can be very different and so we encourage open, mature and respectful dialogue around these issues to enable us to better understand each other. To do this, we need to create a safe space where people can express views in a respectful way and ask questions of each other to gain a greater understanding of others' perspectives.

We also recognise that unconscious bias exists within us all in some shape or form and so we encourage everyone to challenge themselves and others, in a non-confrontational way, if we feel this may be impacting on our behaviour/decisions.

Perceptions, sensitivities and language may also change and therefore we are all learning all the time and we encourage people to be open about this. A key part of our strategy is our commitment to listen, learn and adapt. We are also mindful that new or wider social issues may emerge from time to time, and we will strive to learn from each other to support and truly empathise with anyone who may be affected.

Our Commitments

- We will encourage open and mature dialogue about EDI issues in a safe space. We recognise we are all constantly learning.
- We will aim to be mindful of our language at all times.
- When commissioning contractors and other partners, we will ensure that they are committed to equality, diversity and inclusion.



Our Commitments (continued)

- We aim to provide services to residents that are accessible to all, and we will try to make reasonable adjustments wherever possible. In particular, we pride ourselves on knowing our residents and their individual needs so we can tailor our services accordingly.
- We will provide a range of ways for residents to contact us and provide alternative communication methods on request
- We will always work to support those who are more vulnerable, either through our own support service or by working with partner agencies
- We will ensure all our staff receive regular training
- We will treat any complaints of discrimination or harassment seriously
- We will publish our complaints process.

Over the next few years we are planning a number of actions and events including:

- Celebrating key dates, e.g., mental health awareness week
- Invite residents to share their cultural experiences and celebrations in the PCHA newsletter / on our Facebook page
- Hold a Residents' World Food & Music Day
- Set up a staff and resident EDI group
- Identify a Residents' EDI Champion
- Celebrate diversity at a wider community event with local partners.



If you would like more information about our Equality and Diversity Strategy or would like to get involved in our action plan, please contact us by phone on 020 8659 3055 or email housing@pcha.co.uk.