



Trident Group

EDI STRATEGY 2023–2025

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EQUALITY, DIVERSITY & INCLUSION AT TRIDENT GROUP

Trident Group puts **Equality, Diversity, and Inclusion (EDI)** at the heart of its operations. With over 60 years of providing services, we value the diverse nature of our staff, customers and those using our services, and throughout our journey we ensure that this is reflected in all our practices and policies.

Our commitment to this, cannot only be seen in our EDI accreditations, past and present, for example, two ticks accreditation, now replaced by a disability confident employer, former Stonewall and National Centre for Diversity members and top 100 company to work for over 4 consecutive years, and early adopter of the RACE Code and quality mark framework.

The promotion and raising awareness of EDI begins at the point of induction with all new members through our mandatory EDI e-learning training. We have recently re-introduced an EDI steering group to help with the promotion, raising awareness and turning the dial on the organisations approach to EDI.

BUT OUR WORK DOESN'T STOP THERE, TO THIS END TRIDENT GROUP WILL:

- Ensure that, as an employer and as a service provider, we do not discriminate against any groups within the community.
- Aim to ensure that support and information is available to all customers, applicants, and other client groups to enable equal access to our services.
- Tackle discrimination and promote diversity and equality of opportunity in the provision of services and employment. This means recognising and valuing the differences between people's race, gender, age, ethnic origin, religion, belief, disability, marital status, sexual orientation, and any other individual characteristic.
- Recognise that everyone is entitled to be treated with openness, integrity and respect and are therefore committed to the provision of quality and diverse services for all users and potential users, without prejudice or discrimination.
- Reflect our commitment to this vision through our Equality and Diversity Strategy and associated targets in this area.

We are proud of our EDI achievements to date and will continue to strive for opportunities to do more, as we believe EDI is a continuous journey.

INTRODUCTION

Trident Group provides housing, care and support across the centre of England. As a Group, we believe in Equality, Diversity and Inclusion (EDI) in all of our Groups activities.

Our **Equality, Diversity** and **Inclusion** Strategy 2023-2025, sets out the Groups approach to EDI and of the Group's purpose, vision, promises and commitment to our workforce, customers, residents and stakeholders.

Our EDI strategy and planned approach will ensure that we **'the Group and its employees'** are being fair and inclusive to everyone who:

- Lives in our homes
- Uses our care and support services
- Works for us or wants to work for us



WORK HAS ALREADY BEGUN WITH:

OUR BOARD

Working with the Group's People and Resources Committee, the Board is provided with regular updates on Group's work in the area of EDI.

OUR WORKFORCE

We have established an EDI Group called **Diverse Voices** who will drive through the EDI education and awareness of the strategy, working with the Group's EDI lead.

OUR CUSTOMERS

Through our annual customer surveys we are able to ensure our EDI data information on our residents is up-to-date enabling us to provide and tailor services accordingly.

PURPOSE

The purpose of the EDI strategy is to set out what **Equality, Diversity** and **Inclusion** means for the Group our plan is to ensure that all our workforce feel part of a team and is an organization that works well together.



It is our approach to EDI and what this means for the Group that will ensure people from all backgrounds feel welcomed and want to join our team (workforce) and that people from all different backgrounds are able to access and use our services (customers and residents).



WE BELIEVE EDI IS ABOUT:

EQUALITY

Treating people fairly and making sure they have the same opportunities in life.

DIVERSITY

Recognising that people are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.

INCLUSION

Leaving no-one behind, meaning that everyone can take part, and everyone has a fair chance of belonging, supported, respected and accepted.

OUR VISION

With over 60 years of service provision, **Trident Group** has always been about being a beacon of hope, delivering a good service for customers within our community.

The Group has had a proactive and innovative approach to EDI including, **active promotion, training and awareness**. The Group has also been consistently, for 4 years a recognised **Top 100 company** to work for as recognised by the **National Centre for Diversity**.

Our approach has enabled us to connect with and tackle issues like **skills and employment, poverty, mental health, wellbeing** and social behaviour.



Looking forward to the future, our vision for EDI is how we want things to be. We want all our workforce and services working together to deliver excellent services to our residents and service users.

As a Group, we want to be a leader in diversity and inclusion, building a diverse workforce that reflects our communities and to be recognised as a fair and inclusive employer and organisation.

By putting our customers needs first, we will contribute in delivering sector changes in EDI by the actions we take in moving the dial on EDI.

For our workforce, we want to offer an environment where they can bring their true and authentic selves to work whilst feeling valued, accepted and listened to in their contribution to service delivery.



OUR MISSION

' to be a great place for people to come for homes, or services; with great people working for us; and a great company for people to work.'

We aim to do this by:

- ✓ **Providing high quality homes and safe communities**
- ✓ **Being there for people in our homes and communities**
- ✓ **Helping our team to give care in the best way possible.**

VALUES

Our values are the things we will think about in all of the work we do in the spirit of 'togetherness', and working together.

These are **inclusive, customer driven, collaborative** and **innovative**:

- **Inclusive** – this should include all our residents and stakeholders
- **Customer driven** (and focused) – in our understanding and caring capacity of customers needs
- **Collaborative** – we are and work as one team
- **Innovative** (creative) – this drives our existence and we seek to always improve on what we do

We want to embody a culture where everyone who works for the Group will embrace our EDI values and make them relevant to their roles for example:



OUR CUSTOMERS

We will be a customer first organisation and tailoring services to individual needs, providing excellence and always doing the right thing. We will ensure that the needs and rights of our residents and service users are at the forefront of the design and delivery of our services.

OUR SERVICE

The workforce will approach work and service delivery with a 'can do attitude' – removing barriers and achieving high performance to be exemplars in EDI.



OUR WORKFORCE

We will encourage our workforce to be curious and confident to question – learning about different cultures and educating others.

OUR PROMISES

Our promises will govern the way we operate as an organisation and our EDI steering group will help us in delivering against these.



OUR 8 PROMISES

- Ensure **equal** and **fair** access to our services, based on individual needs.
- Value people as individuals and not form opinions based on **bias, prejudice, assumptions** or **stereotypes**.
- **Recognise, respect, accept** and **celebrate** people's differences.
- Have a workplace culture which is **inclusive, welcoming**, and **free from discrimination, harassment, bullying** or **victimisation**.
- Treat people fairly and with **dignity** and **respect**.
- Do the right thing – even if it is not the easiest.
- **Zero tolerance** – call out inappropriate language and behaviour no matter how small it seems.
- **Authenticity** – empower people to be their true selves recognising that everyone has a right to be who they are.

OUR EQUALITY, DIVERSITY AND INCLUSION STRATEGY GOALS

Our EDI strategy centres around the people who we employ and the customers who we serve. We know that our strategy has to be right for the people who work for us and for those we serve in our local communities.

In line with the Group's other strategies and business plans (e.g. **People Strategy, Strategic Plan, Business Plan**) the strategy identifies **FOUR goals** which will be key to the strategy and ensure that we are able to measure our performance.

Working within the parameters of these goals we will be able to understand, **collect baseline information** and **identify any gaps** in order to improve our EDI offering in the areas below.

The **four** EDI goals below sets out how we intend to do this.

EDI GOAL ONE: REPRESENTATION

People who work for us

We employ people from lots of different backgrounds and the Group's People Strategy 2023-25 outlines how we identify and recruit talent; select talented people; and how we support and promote our people. Our workforce, that is our staff represents the key element of our People strategy and therefore the first key goal of our EDI strategy.

The themes of governing our people who work for us includes:

- **Understanding our workforce** – is our workforce representative in relation to communities that we serve, do we have the data to support this?
- **Attract retain recruit** – are we welcoming people from all different backgrounds when we hire new staff. In addition, are we happy with recruitment process, do we have high attrition levels from this particular demographic?
- **Benchmarking** – are we able to benchmark our performance? Disability confident, RACE code
- **Leadership** – is our approach top-down when it comes to EDI, for example, RACE Equality Code, Inclusive leadership
- **Develop, support and value our people** – are we making sure that people from all different backgrounds have an equal chance to move forward with their career?
- **Promote engagement, equality, inclusion and wellbeing** ; are we giving staff groups an opportunity to speak up about new plans for fairness and equality; having health and wellbeing services to support our workforce; having projects to make all of our workforce aware of equality and inclusion.

We will do this by finding ways to improve how we make our workforce feel included and over the period of the strategy we will aim to:

- make sure all workforce feel valued and respected.
- support and celebrate all our differences.
- make sure everyone who works for us has the chance to move up in their job.
- continue to support staff under protected characteristics to move forward in their career.
- set up more groups of staff that support each other.
- hire staff who are as diverse as our communities and make our workplaces fair and inclusive for everyone who works here.

EDI GOAL TWO: DEVELOP AN INCLUSIVE CULTURE

Our Services

We want to provide services that meet the needs of all the different groups of people in our communities.

We will do this by:

- Finding the areas of our services that need to be improved.
- Having projects that make patients and the community aware of equality and inclusion.
- Speaking and listening to people in our communities about how to make our services better.

EDI GOAL THREE: ACCESS TO OUR SERVICE

Accessibility

We recognise that across organisations that there are barriers to access of services for some of the most vulnerable customers in society. As a Group we want to reduce inequality and make sure our services can be used by everyone in our communities.

We will do this by:

Themes:

- **Understanding our customers** – Finding which areas we need to work on to reduce health inequalities including
- **Vulnerable customers** (reasonable adjustments)
 - **Accessing our service** – review of different accessibility channels, website, customer service, complaints
 - **Stakeholder engagement** – Working with our partners and the local community to reduce inequality.
- **Helping people in our communities to understand inequality** – to ensure that any existing barriers are removed for example, translation services, or signposting of other services



EDI GOAL FOUR: CUSTOMER INCLUSION AND ENGAGEMENT

Our local communities

We have lots of different groups of people in our local communities. We want to make sure people from different backgrounds all have a good experience with us.

EDI goal for our communities will involve **communication and involvement**

- Talking and listening to our residents, communities and service users will make our services excellent and inclusive.
- Residents will be involved in decisions about their homes.

MEASURING SUCCESS

Our promises will govern the way we operate as an organisation and our EDI steering group will help us in delivering against these.



Our EDI Action Plan will help us demonstrate our commitment to EDI by measuring our success in this area.

At as 2023, we are proud of the progress made so far and over the period of the strategy, will hope to demonstrate more.

Our achievements we have made so far includes:

- IIP accredited organisation – we hope to retain this following reaccreditation in 2024;
- Disability Confident Employer – we have retained this accreditation since its launch replacing the disability two ticks
- Armed Forces Covenant;
- RACE Quality Mark – one of the first organisation to achieve this quality mark and working through a 3 year RACE Action Plan;
- Continue to be below the median of gender pay gap, year on year.

The above is not an exhaustive list but a measure/evidence of our success and continued work in this area.

MONITORING AND REVIEW

We want to set up more groups of staff and customers that support each other like groups for disability, race equality and LGBT+ staff.

Making sure the plan is working

To ensure that these goals are achieved we will implement and monitor detailed actions that will specify targets, timescales and responsibilities. These actions will be reviewed regularly to ensure they remain relevant and reported to **People and Resources Committee and Group Board**.

We will take an evidence-based approach to understanding our position on an annual basis through analysing the various data we collect and seeking intelligence through employee networks, people surveys, our customer and partner feedback on what we could differently moving forward.

We have an **Equality, Diversity and Inclusion Group** called **Diverse Voices** who we will consult with regularly to check that the plan is working toward making a positive impact on our culture and all our stakeholders. They will look at what is working well and what needs to be improved in the future. We will make this information available to everyone.

Communication and engagement with our employees and customers will be key and will be supported by a communications plan.

Our workforce

We want all our workforce, residents and service users to take part in the plan for equality, diversity and inclusion.

We want the workforce to speak up about how they think the plan is working and will allow opportunities to do so through team meetings and further staff surveys.

Our partners

Partners are organisations that we work with. We want to involve our partners in our plan for equality, diversity and inclusion. We want to learn from what other organisations are doing well in their plans for equality, diversity and inclusion and will do this through our stakeholder engagement activities, for example, stakeholder surveys.

The EDI action plan will set out the baseline for the years associated with the strategy.