

Equality, Diversity and Inclusion Policy

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IMPACT ASSESSMENTS						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		If not required, state reason:				
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: Our policies - Settle		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	
2) If yes, please confirm resident consultation has taken plan		<input type="checkbox"/>	Briefly detail changes arising from resident feedback:			
APPROVAL						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date approved:	23 06 25	N/A				N/A
Which Regulatory Standard does this Policy support?	Economic					
	Governance & Viability	Rent			Value for Money	
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	
	Consumer					
	Neighbourhood & Community	Safety & Quality	Tenancy		Transparency, Influence & Accountability	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
Associated legislation	Equality Act 2010					
Associated procedures	N/A					

Does this Policy contains delegated authority?	N/A
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Equality, Diversity and Inclusion Policy

Introduction

Equality, Diversity, and Inclusion (ED&I) are integral to achieving our social purpose and underpin all our activities. At Settle, we are dedicated to nurturing an environment where every individual is valued, respected, and empowered, ensuring empathy and a sense of belonging among all our colleagues, while preventing any form of unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our residents, and for each colleague to feel respected and able to give their best.

Our Equality, Diversity, and Inclusion Policy is a testament to our dedication to creating a workplace that celebrates differences and promotes a culture of belonging. We believe that diversity drives innovation, and inclusion is the key to unlocking the full potential of our workforce. We will celebrate the diversity of our people because our differences make us stronger.

We will support the social housing sector to be equal and diverse at all levels and strengthen our existing culture to know our colleagues and understand how best to meet their diverse needs, offering extra support where we can, and to ensure every colleague is listened to, shaping our service and future plans.

Purpose

This Policy's purpose is to provide equality, fairness and respect for all colleagues, by creating a working environment and culture where individual differences and the contributions of all colleagues are recognised and valued, where every individual can feel safe, experience a sense of belonging, and is empowered to achieve their full potential.

Scope

This Policy applies to:

- All colleagues, contractors, agency workers, volunteers and visitors, and must be adhered to at all times.

For the purposes of this Policy, the workplace includes the Settle offices, any place where work is being carried out, for example a resident's home or an empty property, and any work social event, such as Christmas lunch, after work drinks, or Homefest.

Section 2 – Policy

2.1 Policy Principles

Our Equality, Diversity & Inclusion (ED&I) Policy is built on the principles of fairness, transparency, and continuous improvement. We provide equal opportunities for all employees, regardless of their race, ethnicity, gender, age, sexual orientation, disability, religion, or any other characteristic that makes them unique. By actively promoting diversity and fostering an inclusive culture, we aim to create a supportive environment where everyone can thrive and contribute to our collective success.

We will abide by the relevant provisions of the Equality Act 2010 and particularly the General and Specific Equality Duties established by the Act. The Act protects people on the grounds of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We support the sector to collect and analyse diversity data to improve services, make data driven decisions and actively encourage colleagues to engage with us in shaping the organisation and our services.

We demonstrate commitment to ED&I principles in all of our activities - as an employer, social housing provider, with partners, suppliers and service providers.

We are honest and curious about ED&I, approaching this agenda with an open mind, checking our assumptions, as individuals and as an organisation.

We consider people as individuals recognising that different characteristics are overlapping, affect each other and that every person may experience our practices and processes differently.

We will ensure that colleagues comply with our policies, and that all policies and procedures conform with the ED&I Policy.

2.2 Policy Detail and Outcome

Our commitments

1. We will create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all colleagues are recognised and valued.

This includes training managers and all other employees about their rights and responsibilities under the ED&I Policy. Responsibilities include colleagues conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

We have a zero-tolerance stance on unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities. Such acts will be dealt with as misconduct under the organisation's resolution and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

2. To ensure representation at all levels in the organisation, across all backgrounds, which reflect the communities we work with.

We will continue to collate and complete data analysis on colleague demographic via the NHF tool to maintain our good position on the representation of our resident community demographic, with a commitment to capture socio-economic data.

We continue to track and maintain colleague diverse representation, ensure our succession plans and recruitment activities continue to consider and address this, including the development of our BAME leadership pipeline.

3. We will ensure fair and equitable employment practices to identify and address any disparities related to protected characteristics.

All roles are evaluated and fit within our agreed pay structures in line with our Remuneration Policy. We will produce an annual report on our gender and ethnicity pay gap stating our commitments to address any gap.

We aim to advertise all roles to ensure equal opportunity to apply, there may be occasions due to business reasons that this may not be the case but there will be a clear justification of why this is the case.

Ensure equality Impact assessments are undertaken on all policies and any new services to ensure that we adhere to our values and commitments.

4. The Settle Board takes responsibility for equality, diversity and inclusion, both setting the right culture and embedding the need for ethnically and racially diverse resident voices throughout their organisation.

The Board promotes the NHF's Roadmap to Equality¹⁶, engages the ED&I agenda via Board member networks and through case studies showcasing best practice.

5. We will create an inclusive culture for which everyone can have a voice and bring their true selves to work.

One of our values is 'inclusive'. We define the behaviours required to demonstrate this value, and colleagues' performance is evaluated based on these behaviours during recruitment processes and performance reviews.

Our colleagues have a platform to express their views on equity, diversity, and inclusion through the 'Value Everyone' group and the Peakon engagement survey, providing an opportunity to raise concerns confidentially. The 'Value Everyone' group advocates for what is important to our colleagues and celebrates the matters that are significant to everyone.

We understand colleague experience of diversity and inclusivity through Peakon survey results and ensure the value everyone group supports any trends/concerns

6. Increase organisational knowledge and awareness to embed a culture where all our people are confident in demonstrating inclusive behaviours to each other and residents.

Continue to support the exploration of backgrounds, experiences, and differences, through sharing colleague and resident stories.

7. Settle leaders to be honest and curious about equality, diversity and inclusion.

We will look to introduce reverse mentoring to enable varying experiences to be considered at board, Executive level, and Leadership level

8. Work with partnerships and community led organisations to strengthen the ED&I agenda across the sector and at a local level

We work in alliance with key networks and support and promote networks that are important to colleagues.

Working closely with our local partners and the community and voluntary sector to ensure we are strategically aligned and helping each other in our shared ambitions.

Section 3 – Roles and responsibilities

3.1 Key Roles and Responsibilities

3.1.1 Settle's responsibilities

Settle is responsible for ensuring all colleagues are familiar with this Policy, the Code of Conduct, Dignity at work and the Sexual Harassment Policy which set the standard for behaviour across our organisation.

We will promote a professional and positive workplace where managers are alert and proactively identify areas of risks and ensure that our managers receive adequate training and support.

3.1.2 Colleague responsibilities

Settle requires all colleagues to always behave appropriately and professionally in the workplace and this may extend to events outside of working hours which are classed as work-related, such as social events.

Colleagues should each actively play their part in creating an inclusive environment for all and should treat their co-workers with kindness and respect in accordance with our values.

Colleagues should not engage in discriminatory, harassing or aggressive behaviour towards any other person at any time, including outside the working environment if that behaviour may impact on another work colleague, or have the potential to damage the reputation of the organisation or call into question your ability to perform your role on behalf of Settle.

Section 4 – Compliance and Enforcement

4.1 Compliance

- This Policy is written, monitored and assessed in accordance with the ACAS Code of Practice. The ACAS Code provides standards of reasonable practice for employers and suitable behaviour for employees.
- Ensuring consistent application of this Policy is a joint responsibility across the organisation.

- The Executive Team has overall responsibility for its compliance, with managers playing a crucial role in ensuring its consistent implementation and reinforcing adherence within their teams.
- The People team offers expert advice and support to help managers effectively undertake their responsibilities within the policy, including ensuring they provide appropriate training.

Section 5 – Related Policies, Procedures and Key Documents

Related Policies:

Code of Conduct
Disciplinary Policy
Dignity at Work Policy
Remuneration Policy
Resolution Policy
Sexual Harassment Policy

Related Procedures:

None

Key Documents:

People Strategy

Section 6 – Review, Approval, Publication

6.1 Review and Approval

- The Head of People will conduct ad-hoc reviews of all activity outcomes managed within the policy to ensure consistency of approach and outcome, whilst identifying any issues or trends that may require further investigation or action.
- This Policy will be reviewed three years or sooner, should there be a material change to circumstance, such as legislation / regulation changes.
- This Policy will require Executive Team approval when reviewed.
- This Policy is published on the Settle Hub.

Section 7 – Document Control

Document Name	Equality, Diversity & Inclusion Policy
Approval Date	23 June 2025
Approved By	Executive Team
Version Number	1.0
Version History	

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		<input checked="" type="checkbox"/>		<input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached <input type="checkbox"/>		N/A <input checked="" type="checkbox"/>	
PUBLISHING REQUIREMENTS					
INTERNALLY	<input checked="" type="checkbox"/>	WEBSITE	<input type="checkbox"/>	SETTLE CONNECT	<input type="checkbox"/>

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	<input type="checkbox"/>
Keywords for search function	