

ccha's Equality and Diversity Statement

'Delivering on our promises'

ccha as a housing provider and employer can reduce the disadvantages that some people experience, by making our services more responsive and accessible to a diverse range of individual and community needs.

We are committed to listening to our internal and external customers and involving them in the development of services and recognising the value of their diversity.

We want our colleagues to feel that in everything they do they are valued and are making a difference and that the Board actively promotes fairness and the elimination of prejudice in all Association activities.

The new Equality, Diversity and Inclusion (ED&I) strategy supports the new business plan **ccha2025** and underpins our commitment to promote ED&I, meeting the needs and expectations of all our employees and customers and to include the nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Our goal is for our workforce to be truly representative of all sections of society, and for each employee and customer to feel respected and valued.

Strategic objectives of the new ED & I Strategy

As an organisation we have committed to a renewed focus on ED&I over the next 5 years with four key strategic objectives detailed below to give an overview of ccha's plan moving forward.

- **The organisation has a clear idea of its strengths and weaknesses with regards to equality, diversity and inclusion and areas for development.**
- **Equality, Diversity, and Inclusion is core to the organisations values and ethos and communicated to staff, residents, and service users.**
- **Prejudice-related incidents are dealt with effectively and staff, customers and contractors have confidence in the process.**
- **A diverse team with engaged and talented staff who are innovative and truly understand customer needs.**

Board members, employees, contractors, customers, and stakeholders all have a crucial part to play in promoting and embedding equality, diversity, and inclusion at ccha and within the communities we work. This will be achieved by each individual recognising their responsibility in contributing to the success of the strategy and fully committing to creating a sustained shift in culture and thinking. We must all recognise the need for positive change and challenge our unconscious bias as individuals in order to move the organisation forward.

Creating clear pathways and removing barriers to any form of discrimination is imperative to ensuring all colleagues and customers are treated equally, valued and empowered, developing a culture where all can thrive and prosper at ccha.