

Our Equality, Diversity and Inclusion commitment

At Irwell Valley Homes, Equality, Diversity and Inclusion is core to how we serve customers, support colleagues and work with communities.

We are committed to fair, accessible and respectful services, an inclusive and supportive workplace, and decision-making that reflects the needs of the people we serve.

Inclusion is everyone's responsibility, and we embed it into our everyday actions, governance and accountability.

IVH Equality, Diversity and Inclusion Framework

This framework sets out how Equality, Diversity and Inclusion is embedded, governed and assured across IVH, through core strategies and everyday decision making.

1. Purpose and ambition

At Irwell Valley Homes, Equality, Diversity and Inclusion (EDI) is not a standalone activity. It is fundamental to how we serve customers, support colleagues and work with communities.

We embed EDI consistently and confidently into everyday decisions, services and behaviours, so that:

- customers experience fair, accessible and respectful services
- colleagues feel supported, valued and able to be themselves at work
- IVH meets and exceeds its regulatory, legal and ethical responsibilities

This framework sets out how we will do this in practice, building on progress already made and responding to an evolving regulatory and social context.

2. Strategic context

This strategy is shaped by:

- The IVH Corporate Plan and core strategies.
- Regulatory expectations, particularly the Consumer Standards including fairness, respect and dignity, understanding customer needs, transparency, accountability and using data and insight to understand customer needs.
- Equality Act 2010 duties and emerging case law

- Learning from complaints, scrutiny, customer feedback and colleague voice
- Our existing strengths: strong engagement, high colleague survey scores and active networks

For 2026/27, our focus shifts from continuing to deliver our EDI approach to embedding, assuring and evidencing impact.

3. Our commitment

IVH is an organisation where everyone is welcome and treated equitably, with dignity, respect and understanding — customers, colleagues and partners.

EDI at IVH means:

- Everyday inclusion is everyone's responsibility
- Difference is understood, respected and valued
- Prejudice and discrimination are not tolerated
- We actively use our voice to be an ally and advocate

EDI is built into how we plan, deliver and review services, not added on afterwards.

4. How we will deliver EDI in 2026/27

EDI delivery for 2026/27 is structured around three core domains, aligned directly to our corporate strategies.

Delivery of EDI priorities is achieved through the Customer Strategy, Communities Strategy and People, Culture & Wellbeing Strategy, with this framework providing oversight, assurance and coherence.

Customers: Fair, accessible and responsive services

Our aim:

Customers receive services that reflect their needs, circumstances and preferences, and feel treated fairly and respectfully.

Our priorities:

- Improve the quality and use of customer EDI data to support reasonable adjustments, access needs and targeted service design (making practical changes so customers can access and use our services in ways that meet their needs).
- Embed a reasonable adjustments approach across customer facing services, ensuring needs are identified early.
- Ensure local lettings, allocations, complaints and engagement processes are fair and transparent
- Strengthen how we assess EDI impacts when redesigning services or using technology
- Improve accessibility of customer engagement and scrutiny, including meetings, information and formats

These priorities are delivered through the Customer Strategy objectives on fairness, diverse needs, communication, influence and accountability.

Colleagues: An inclusive, supportive workplace

Our aim:

Colleagues feel respected, valued and supported, and IVH continues to attract and retain a diverse workforce.

Our priorities:

- Maintain high levels of EDI data disclosure and use data to identify inequalities or trends and support reasonable adjustments
- Strengthen inclusive recruitment, including reviewing job descriptions and person specs and piloting alternative application methods
- Continue targeted action on early-career routes, including under-25 representation and under representation in specific roles.
- Refresh and embed training, awareness and leadership capability, including legal compliance, inclusive behaviours and line manager confidence

- Support and strengthen colleague networks, ensuring they influence decision-making, are connected to meaningful conversations and able to influence service design and delivery for customers.

These priorities are delivered through the People, Culture and Wellbeing Strategy objectives including inclusive by design, attracting and keeping great people and building skills and confidence.

Communities and partners: Inclusive impact beyond IVH

Our aim:

IVH is an active partner in reducing inequality and supporting inclusive communities.

Our priorities:

- Apply an EDI lens to community based working, including local hubs and partnerships
- Consider EDI impacts within ASB responses, Domestic abuse and safeguarding approaches and specialist community support.
- Continue to work with partners and contractors to promote inclusive practice and share learning and influence the sector
- Use IVH's voice and influence responsibly on issues that affect our communities

This work is delivered through the Communities Strategy, with the EDI Framework ensuring that approaches are equitable, trauma-informed and inclusive.

5. Governance, scrutiny and assurance

Strong governance is critical to credible EDI delivery.

We will:

- Assure strategic approach and delivery through existing Executive and Board reporting
- Use the Customer Committee of the Board to provide deep dive challenge and assurance to Board
- Use the People Operational Delivery Steering Group as a space for challenge and influence
- Ensure leadership accountability for EDI delivery within Customer Strategy, Communities Strategy, and People Strategy

- Complete and act on Equality Impact Assessments, focusing on outcomes not just compliance
- Learn systematically from complaints, customer insight and colleague feedback to improve services
- Monitor progress through clear measures and regular reporting ensuring EDI performance is visible, evidence-led and linked to decision-making.

5. Measuring success

Success will be judged not just by activity, but by impact, including:

- improved customer experience measures across different customer groups
- sustained or improved colleague survey results on inclusion, respect and fairness
- improved insight into inequalities and targeted action taken
- confident, proportionate compliance with legal and regulatory requirements

6. What this means in practice

For colleagues, this delivery against the framework means confidence to have inclusive conversations, clarity on expectations and support, a culture where difference is understood, not avoided

For customers, it means services that reflect real lives and needs, fair treatment and accessible routes to influence

For IVH, it means stronger assurance, reduced risk, better outcomes and trust.

In 2026/27, IVH will move from a strong commitment to delivering consistency on equality, diversity and inclusion. We will keep asking the right questions, using data intelligently, listening carefully and making thoughtful, fair decisions because inclusion done well benefits everyone.