



Equality, Diversity, Inclusion and Belonging Strategy

Cambridgeshire Home
Improvement Agency



Introduction

Cambridgeshire Home Improvement Agency is a strategic partnership between Cambridge City Council, Huntingdonshire District Council, and South Cambridgeshire District Council. We provide advice, support and assistance to residents to help them repair, improve, maintain and adapt their homes to meet their changing needs. The purpose of the service is to help people, especially older adults, people with disabilities and vulnerable people remain independent, warm, and secure in their own homes.





In a world marked by increasing awareness of social justice and inclusivity, local and national government have committed to fostering equality, celebrating diversity, and promoting inclusion. The Equality Act 2010 provides the legal framework for promoting equality and diversity in the UK.

In accordance with this legislation, the three councils we work with have incorporated these goals into their corporate plans and strategies and set ambitious targets to embrace the same.

It is also the goal of the Cambridgeshire and Peterborough Integrated Care System to ensure that all residents have the best opportunities to live the healthiest life possible – no matter what their background.

At Cambs HIA, we are dedicated to upholding the principles outlined in this legislation and going beyond mere compliance to substantively improve outcomes for residents.



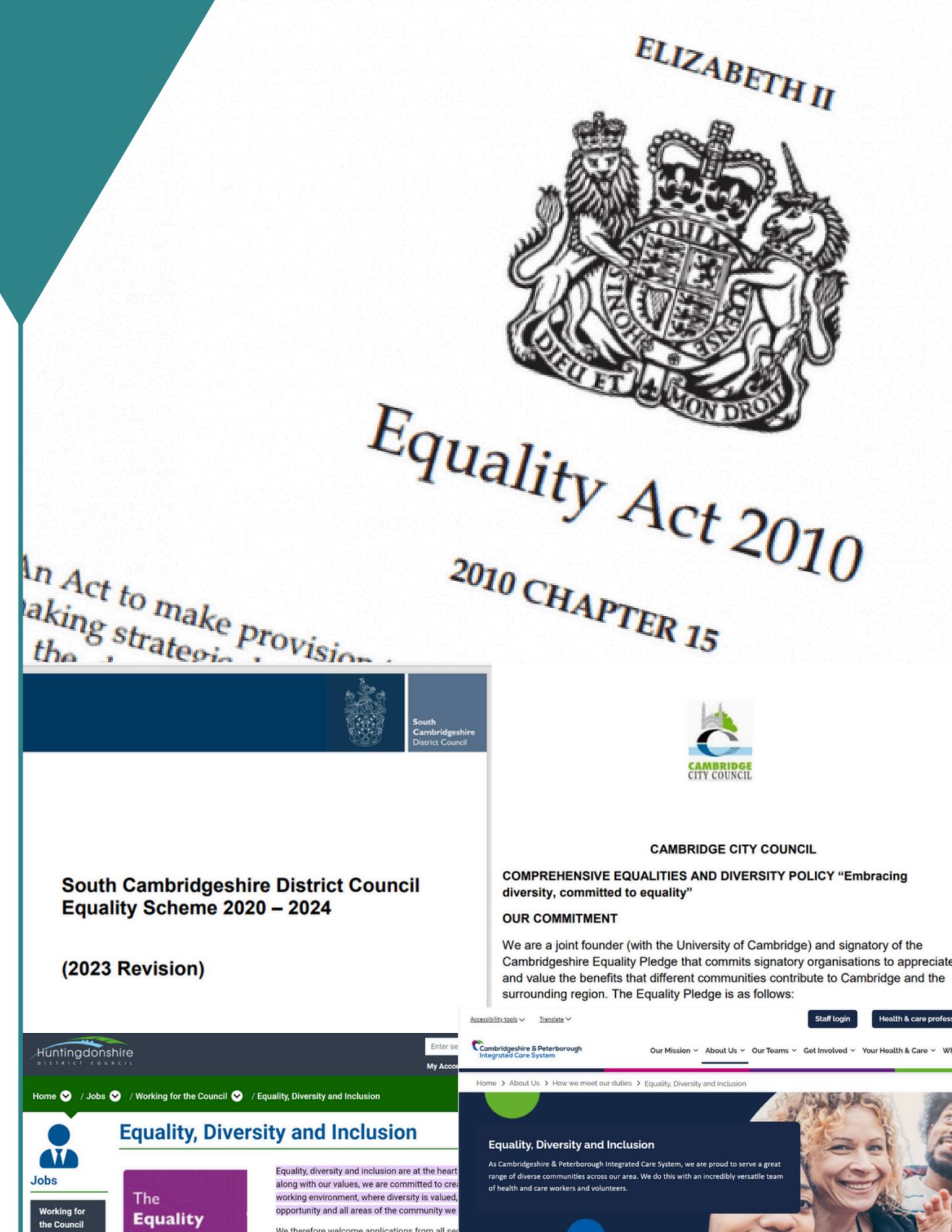
Over the next few years our EDIB strategy will support us to reach our goal to be recognised as an inclusive and supportive public service. We understand the multifaceted nature of this endeavour and as a fee-earning service catering to individuals with varying financial means, we are committed to finding ways to responsibly balance our goals of advancing equality and financial feasibility.

Through collaboration and by aligning our efforts with the overarching goals of local and national authorities, and collaborating with stakeholders across sectors, we endeavour to create pathways towards a more equitable, diverse, and inclusive future for all members of our community.



Legal and Policy Background

The Corporate Plans of the three councils we work with have been framed under the overarching framework of the Equality Act 2010, with their goals aligning with those of the act. The councils have a range of policies and initiatives such as equality and diversity policies, a single equalities scheme, digital access schemes, etc. The Cambridgeshire and Peterborough Integrated Care System is also working on detailed plans to further their EDI agenda.



Under the Equality Act, it is against the law to discriminate against anyone because of any of the following 'protected characteristics':

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

The Public Sector Equality Duty within the Equality Act of 2010 has 3 aims. Those subject to the equality duty must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share protected characteristics and those who do not.

Our Objectives

As a home improvement agency working to improve and repair the homes of the residents of Cambridgeshire, we have defined the following objectives in our EDIB Strategy, which fall within the scope of our activities.

- To further increase our understanding of the needs of Cambridgeshire's growing and increasingly diverse communities, especially in the context of housing inequalities, so that we can target our service effectively.
- Collaborate with statutory bodies, other council teams, charities and private sector partners to identify opportunities to reach a more diverse cross section of the population of Cambridgeshire and to ensure the needs of customers from different equality groups with a focus on low-income groups, are met, and to develop strong and resilient communities.



- To ensure that the team is trained, oriented and compliant with all legal requirements associated with equality, diversity, inclusion and belonging, and continuously strive to incorporate best practices into our work.
- To ensure that the Cambs HIA's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the Agency.
- Ensure that all our policies, practices and initiatives foster a culture of equality, diversity and inclusion, thereby promoting fairness, opportunity and a sense of belonging for all individuals regardless of their background or characteristics.

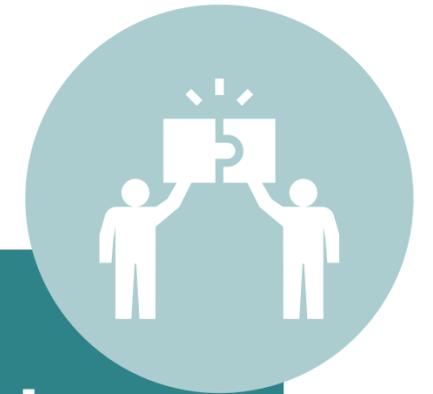


Strategic Actions



Make our service accessible to all

- Make our services accessible to people of all abilities and backgrounds. Ensure that we avoid digital exclusion and make our physical environment truly accessible and inclusive.
- Build capacity and orient staff towards achieving the objectives of this strategy. Ensure that each staff member undergoes the required trainings and takes the equality pledge.
- Review website to make it accessible to users of all abilities and ensure that the language and content adhere to best practices in the field of EDIB.



Work with partners to integrate EDIB into our work

- Partner with other organisations working with diverse groups of people to target our services at people with protected characteristics and on low incomes.
- Convey our EDIB strategy and standards to contractors and other partners we work with. Ensure they align their work and behaviours with those goals.
- Create systems to interact with and make our service more accessible for groups with special housing related needs such as Gypsy Roma Community.



Become a more diverse agency

- Targeted and diverse recruitment campaigns and strategic methods for customer engagement to encourage participation from underrepresented/ minority groups.
- Integrate and promote significant national and international celebrations and days related to EDIB into our social media, our communications and our work.
- Establish methods to collect, analyse and safely store client demographic data, including protected characteristics in order to tailor our services more effectively.

Monitoring and Review

- Our overall approach to EDIB is overseen by the Manager of the Agency in coordination with the Councillors and the Governance Board. We will regularly review the strategy with a formal assessment every three years to evaluate progress, pinpoint areas for improvement and make necessary changes.

To find out more, get in touch.



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