

Equality, Diversity and Inclusion (EDI) Strategy

Review Update 2026 & 2027



1. Introduction

In 2023, CHS developed and approved a three-year Equality, Diversity and Inclusion (EDI) Strategy 2024-2027, embedding EDI as a golden thread running through our corporate objectives, values and day to day decision making. This strategy reflects our commitment to fairness, inclusion and respect, ensuring that both our workforce and the communities we serve are supported to thrive.

As part of a refreshed business strategy in 2023, CHS reaffirmed its values, mission and EDI commitments to ensure they remain relevant, ambitious and aligned with our purpose.

2. Our values, mission and commitment

CHS Values

Caring Compassionate Attentive Inclusive Social Conscience	Openness Communication Open-minded Transparency Respectful	Trust One Team Collaborate Empowerment Ownership
		

CHS Mission Statement

To enable people to flourish by providing security and creating opportunities, through the delivery of high-quality Cambridgeshire based homes with support.

EDI Commitment Statement

CHS Group is proud to be an equal opportunity, anti-discriminatory and anti-racist organisation committed to creating a diverse and inclusive environment for our workforce and the communities we serve.

EDI Objective

CHS strives to be a fair and inclusive organisation, where everybody has equal access to opportunities and services. We value diversity, encourages participation and treat people with

dignity and respect, responding to individual needs so that no one is disadvantaged or excluded due to their protected characteristics. We do not tolerate unlawful or unfair discrimination, harassment or victimisation of any kind. This applies to employees, tenants, customers, contractors, visitors and covers all protected characteristics.

3. Progress and achievements

Since the launch of the EDI Strategy, CHS has made meaningful progress across governance, workforce development, service delivery and engagement.

Leadership and governance

- Implemented the NHF EDI Board Recruitment Toolkit to strengthen inclusive leadership
- Delivered specialist EDI training for the Board and Corporate Management Team, facilitated by Housing Diversity Network (HDN)
- Completed the Board Chairs' Challenge Programme
- Appointed a Board EDI Champion to provide visible leadership and accountability.

Policies, processes and assurance

- Introducing refreshed Equality Impact Assessments (EIAs) to support the development of policies, procedures and strategies
- Reviewed SHARP accreditation requirements and completed a detailed self-assessment
- Sustained Disability Confident Status – Level 1
- Published annual Gender Pay Gap reports in line with statutory requirements.

Workforce and culture

- Reviewed recruitment, promotion and progression processes through an EDI lens, making improvements where required
- Delivered updated EDI staff training
- Launched an Autism project group to offer greater support to customers and colleagues across the organisation
- Conducted annual staff survey and data reviews to:
 - Improve workforce diversity monitoring data
 - Measure colleagues' sense of belonging and inclusion
- Joined the Housing Diversity Network, strengthening learning and collaboration.

Tenant and customer engagement

- Improved how CHS defines and responds to hate crime by revising the ASB Policy and sharing clear guidance via the Tenant Newsletter
- Engaged the Autism Project Group to review policies and processes, increasing awareness and improving equity for autistic tenants and residents.
- Delivered a range of targeted customer communications, including:
 - Hate crime awareness
 - Autism support initiatives
 - ASB policy updates
 - Promotion of ReadSpeaker to improve website accessibility

Awareness and communications

CHS has delivered a wide-ranging programme of staff awareness campaigns, supporting learning and conversation across the organisation. Topics included:

- Ageism
- Black History Month
- Day of People with Disabilities
- Dyslexia Awareness
- Microaggressions
- Forced Marriage
- Mental Health Awareness Week
- Movember
- Neurodiversity Celebration Week
- No More Domestic Abuse
- Pride
- Ramadan and faith awareness
- Hate crime
- Stress Awareness Day
- Suicide Prevention Day

4. Work in progress (2026)

- Launched a Customer Data Collection Project (Census) running from March to May 2026, designed to improve understanding of the diversity and needs of our customer base.

5. Key actions and next steps for 2026 & 2027

To continue building on progress and delivering meaningful impact, the following actions remain priorities:

Customer data and service improvement

- Review and analyse the results of the customer data collection project to:
 - Better understand customer needs and adapt services accordingly
 - Identify and address any negative equality impacts on underrepresented groups
 - Explore the introduction of customer diversity targets

Target date end 2026

Governance

- Board Champion to work with Board to set key objectives and priorities for EDI

Target date end Oct 2026

Workforce and culture

- Analyse employee profile data and develop plans to increase representation in underrepresented groups
- Improve wider staff engagement with EDI activity
- Review and refresh the Diversity Champions initiative
- Consider introducing employee diversity targets
- Expand EDI training to include Neurodiversity
- Work towards improving Disability Confident Status beyond Level 1

Target end date 2026-27

External commitments and accreditation

- Achieve Housing Diversity Network (HDN) accreditation
- Explore signing up to the LGBTQ+ Housing Pledge to further demonstrate commitment to inclusive housing

Target end date 2027

6. Conclusion

CHS has made strong progress in embedding equality, diversity and inclusion across the organisation. While significant achievements have been delivered, we recognise that EDI is an ongoing journey requiring sustained focus, learning and accountability.

By strengthening our data, deepening engagement and continuing to listen to our tenants, colleagues and communities, CHS remains committed to creating an organisation where everyone feels respected, included and able to flourish.



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