

Equality, Diversity and Inclusion action plan 2024/25.

GLA Theme 1: Organisational equality, diversity & fairness				
Strategic objective	Current position	Action or task	Measure of success	Timescale for delivery and updates
Enable and expect the Board and senior staff to champion and promote EDI.	<p>Enable effective Board leadership and challenge for Keniston to build and maintain an inclusive culture.</p> <p>Ensure that board recruitment and selection and governance arrangements are open, fair, transparent, and accessible.</p>	<p>Become members of Housing Diversity Network (HDN)</p> <p>Enrol Board members onto HDN Excellence mentoring programme.</p> <p>Board annual review of effectiveness.</p> <p>Annual assessment against Code of Governance.</p>	<p>A diverse Board and diverse staff who champion and ensure that EDI is reflected in performance management, assurance, decision-making and public accountability.</p> <p>EDI is central to decision-making and operations.</p> <p>Compliance with legislation, Regulatory Standards, the Code of Governance, and the Housing Ombudsman's Complaints Handling Code.</p>	<p>Became HDN members in July 2024.</p> <p>Two Board members started HDN Board Excellence programme September 2024.</p> <p>Effectiveness review due May 2025.</p> <p>Code of Governance review due May 2025.</p>

Strategic objective	Current position	Action	Measure of success	Timescale for delivery and updates
<p>Have a diverse workforce and an inclusive workplace where people feel proud to work.</p>	<p>Develop a more diverse workforce.</p> <p>Ensure open and transparent recruitment and that career progression processes are fair and inclusive.</p> <p>Enable and support staff to gain new skills and abilities to reflect this policy in their roles.</p>	<p>Become members of Housing Diversity Network (HDN)</p> <p>Foundation training on EDI for all staff including Board.</p> <p>Enhanced training for customer facing teams, those involved in recruitment and managing staff.</p> <p>Monitor perceptions of staff in annual Pulse Survey.</p>	<p>Keniston is a welcoming and inclusive workplace where everyone feels valued, feels able to be their true selves, and to contribute to this policy with confidence.</p> <p>Staff have the knowledge, tools, and confidence to effectively implement this policy.</p>	<p>Became HDN members in July 2024.</p> <p>Foundation EDI training with HDN to be completed by end of March 2025.</p> <p>Enhanced training to be completed during 2025/26.</p> <p>Staff Pulse survey due December 2024.</p>

GLA Theme 2: Sustainable and diverse supply chains

Strategic objective	Current position	Action	Measure of success	Timescale for delivery and updates
<p>Provide homes and services that meet diverse needs, promote fairness and inclusion and foster neighbourhood sustainability and community cohesion.</p>	<p>Ensure that contractors and suppliers we work with operate to the same equality standards as those expected from our Board and staff.</p> <p>To have a better understanding of the energy performance of our stock.</p>	<p>Suppliers and contractors are familiar with and act in line with our EDI commitments.</p>	<p>Contractors have the knowledge and commitment to act in line with our policy.</p> <p>Positive TSM survey responses.</p> <p>Repairs satisfaction performance data in line with KPIs set.</p> <p>Assess energy performance data and feed information into our Asset Management Strategy to address poorer performing stock.</p>	<p>All contractors sign an annual code of conduct declaration.</p> <p>Annual targets set for performance and monitored by Executive Team and the Board.</p> <p>EPCs carried out for all stock, completed May 2024.</p>

GLA Theme 3: Working together with Londoners

Strategic objective	Current position	Action	Measure of success	Timescale for delivery and updates
<p>Hear the voices of and understand the experiences of diverse customers to improve and influence services and decision-making.</p>	<p>Ensure equal access to information for diverse customers.</p> <p>Deliver homes and services that support current and new tenants to help sustain tenancies and communities.</p> <p>Acknowledge that everyone experiences challenging times in their lives and tailor services, give or arrange support for vulnerable tenants, seeking to enable them to sustain their tenancies.</p> <p>Hear the voice of diverse customers, understand their experience of services, and make positive use of customer opinions.</p>	<p>Ensuring that our repairs contractors have information they need to tailor services for residents.</p> <p>Making physical adaptations to properties to enable residents to live independently and safely.</p> <p>Completing routine estate inspections to ensure that communal areas remain safe, clean, and accessible.</p> <p>Making reasonable adjustments to ensure that residents who need help to make complaints are well-supported.</p>	<p>Customers find it easy to access our services and deal with us.</p> <p>Our homes and services meet diverse needs and tenancies are sustained through support.</p> <p>We support the creation of safer and sustainable neighbourhoods where diverse communities are proud to live.</p> <p>Residents are central to shaping services and influencing how they experience services.</p> <p>TSM surveys reflect positively on the estates our residents live in.</p>	<p>Annual targets set for performance and monitored by Executive Team and the Board.</p> <p>We work in partnership with our local authorities to provide disabled adaptations to enable our residents to stay in their homes.</p> <p>Estate satisfaction surveys carried out and reported at Residents Meetings, in our Annual Report and Resident Involvement Impact Assessments.</p> <p>Residents' meetings are held on each estate annually. Individual needs are considered when holding meetings, to ensure the diverse needs of our residents.</p>

Strategic objective	Current Position	Action	Measure of success	Timescale for delivery and updates
	<p>Make it easy for tenants to tell us if they are unhappy or dissatisfied with our services, feel that they have been discriminated against or experienced stigma.</p>	<p>Working with actively engaged residents to consider issues from their experience and perspectives.</p>		<p>Compliant with Housing Ombudsman Service Complaint Handling Code, including policy and process to deal with this. Member Responsible for Complaints (MRC) representative on Board.</p> <p>Have a Resident Panel and a resident Board Member in place.</p> <p>We hold an annual Estate Walkabout on every estate attended by the Executive Team and Board members, enabling residents to interact with senior members of Keniston.</p> <p>We ensure our Estate Action Plans are bespoke to each scheme, and based upon the priorities expressed by residents in the TSM surveys and at estate walkabouts and meetings.</p>