



Diversity & Inclusion Statement of Intent

TOD-POL-08-02

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0.1	SUMMARY		
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Ref: TOD-POL-02-01	Title: Torus Grievance, Bullying, Harassment Policy		
Ref: TOD-POL-03-01	Title: Torus Recruitment Policy		
Ref: GOV-POL-16-01	Title: Torus Board Code of Conduct		
Ref: TOD-POL-24-01	Title: Employee Code of Conduct & Probity Policy		

Policy Statement

Torus has a commitment to Equality, Diversity and Inclusion (EDI) which is driven by our Board and senior management team and is built into our operating model and corporate plan.

We will use our **influence** as a landlord, a key local and regional strategic partner and employer of choice to promote inclusion in our neighbourhoods.

We will use our **investment** in the development of new homes, spend through procurement, asset investment, governance arrangements and our people to promote equality.

We will ensure we are **resilient** as a service provider and employer, building capability for the future and through our social investment activity increase equality of opportunity for all.

We will ensure we are **intelligent** in the way we transform services and use data to provide fair and accessible services.

Torus and other housing providers are operating in challenging times. There are constraints on future income, public spending and the reform of the welfare benefit system meaning a greater emphasis on value for money and efficiency, less subsidy for new homes, cuts in local services and reduced financial support from national and local agencies. We recognise that this can have an adverse impact on our customers which we need to minimise in new and innovative ways.

At Torus we relish the challenge to think and act differently and being more innovative in our approach to services. In order to deliver our ambitious plans we need to ensure we have the right people. We want to recruit, retain and develop the very best people. We believe diversity of skills and thinking, as well as diversity of gender identity, sexual orientation, ethnicity, disability and any other aspect of diversity is essential. We are committed to an inclusive workplace with the right culture to best nurture talents.

Torus prides itself on delivering excellent services to customers through the energy, drive and commitment of our people which is driven from our Board. Torus promotes a positive and collaborative culture and provides a stimulating environment where people are empowered to deliver their best work, with enthusiasm and integrity.

Torus aims to provide tailored services which provide choices, information and communication appropriate to the diverse needs of our tenants, including those with additional support needs.

Our aim is to provide homes and communities where people want to live, but we also want to be a sustainable social business, and to be fair and responsible in everything we do. Our commitment to equality, diversity and inclusion is therefore central to the way we work. We strive for excellence in all that we do and focus on achieving results.

In order to achieve our objectives Torus has set out its strategic intent to:

- **Ensure compliance in all aspects of EDI legislation**

The Equality Act 2010 is a cross-cutting legislative framework to protect the rights of individuals and to advance equality of opportunity for all; to update, simplify and strengthen the previous legislation; and to deliver a simple, modern and accessible framework of discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.

- **Ensure EDI activity is embedded in all aspects of our OD strategy**

Embracing diversity and fairness in our OD strategy will enhance our reputation, leading to a more diverse employee profile. This in turn will extend our talent pool and ensure that we maintain our competitive edge.

- **Ensure EDI is built into our service delivery policy and procedure**

The world in which we live is increasingly diverse and we need to understand differences and cultures so that our services remain relevant and accessible to all. New service delivery models are key to building sustainable communities and it is important that we don't lose sight of our commitment to diversity and inclusion when implementing new service offers.

- **Recognise non-compliance as a key risk and to monitor performance via our Governance structures and external validation.**

We aim to ensure that there are no barriers to services for customers or staff. The use of equality monitoring tools and standards will be adopted so that we have the evidence to demonstrate due regard has been given to the equality duties.

- **Ensure we actively engage in activity with minority groups**

As an organisation we want to positively promote equality, diversity and inclusion, not merely avoid discrimination. As part of this commitment we will actively work in collaboration with partners who represent minority or disadvantaged groups.

We aim to make sure that all applicants, residents, employees and other stakeholders receive fair treatment, free from direct or indirect discrimination on any grounds. We have a zero tolerance approach towards discrimination and will do everything we can to ensure that people are treated fairly, that everyone has access to good quality services and that all can take part in shaping Torus's future.

Unlawful discrimination, harassment and victimisation in any aspect of the Torus employment policies and practices or service delivery arrangements, will not be tolerated under any circumstances. Of course, it is easier to say such things than to deliver on them and this is why we maintain an action plan which lays out practical, measurable actions aimed at achieving our vision. These actions will be monitored by the Executive Team and reported to the Torus Board on an annual basis.

Working with our staff we have developed core behaviours which are embedded into the Torus culture. These are behaviours which staff are expected to embody and aspire to, here are some examples of how they apply to our commitment to EDI:

- I/we own it – people at Torus will take responsibility and understand their part in delivering the diversity and inclusion agenda
- I/we deliver – people at Torus will deliver a fair and inclusive service and will challenge any behaviours which undermine this intent
- I/we care – people at Torus recognise everyone is an individual with differing needs and will adapt their behaviour accordingly

Torus plans to invest more in homes and social initiatives, improve our services to better meet the changing needs of our tenants and make a bigger, more significant contribution to the regeneration of our key heartlands of Liverpool, Warrington and St Helens, and further afield across the North West. It is the Torus intent that our new approach to equality, diversity and inclusion is embedded in all these activities.

This Statement of Intent is linked to the following policies:

- Torus Grievance, Bullying, Harassment Policy
- Torus Recruitment Policy
- Torus Board Code of Conduct
- Employee Code of Conduct & Probity Policy