

Diversity, Equity and Inclusion Policy

This policy sets out Bromford Flagship LiveWest's approach to Diversity, Equity and Inclusion in support of delivering safe, fair, and responsive services. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Corporate Services
Policy owner	Chief Corporate Services Officer
Approved date	29 January 2026
Date for review	29 January 2028
Approving body	BFL Board
Associated legislation/regulation	Equality Act 2010, Human Rights Act 1998, The Employment Rights Act 1996, Modern Slavery Act 2015, The Work & Families Act 2006, Data Protection Act 2018/UK GDPR, H&S at Work Act 1974, Trade Union and Labour Relations (Consolidation) Act 1992, National Minimum Wage Act 1998, Agency Workers Regulations 2010, Worker Protection Act 2023
Legal advice from	
Equality impact assessment date	8 December 2025
Version number	1.1
Publication status	Internal and websites

Purpose/principles

The purpose of this policy is to:

- Ensure that diversity, equity, and inclusion are embedded in all aspects of our operations, going beyond our legal obligations of The Equality Act 2010.
- Create an environment where everyone feels respected, valued, safe, and able to contribute to their fullest potential.
- Support our organisational culture of high performance, customer focused, and accountability by leveraging diverse perspectives.

The principles include:

Fairness: Decisions are made without bias.

Respect: Every individual is treated with dignity.

Opportunity: Equal access to development, progression and service provision.

Roles/responsibilities

The Board are responsible for promoting fairness and valuing diversity, leading by example to promote, enable and support all individuals to meet their responsibilities.

Executive Leadership Team are responsible for championing DEI and allocate resources.

Managers and leaders are responsible for implementing inclusive practices within teams and monitor compliance.

HR, Academy & Culture Teams are responsible for providing guidance, training, and monitoring policy effectiveness

All colleagues are responsible for demonstrating inclusive behaviours and reporting concerns

Policy content

Recruitment and selection practices

We will ensure recruitment processes are inclusive, transparent, and designed to attract diverse talent that reflects the communities we serve. Selection decisions will be based on merit and capability, while actively removing barriers to participation and promoting equal opportunity for all candidates.

Inclusive Leadership & Management Behaviours

Leaders and Managers are expected to model inclusive behaviours, creating environments where every colleague feels respected, valued, and empowered to contribute.

Reporting and addressing discrimination, hate crimes, harassment, sexual harassment or victimisation

We maintain a zero-tolerance approach to discrimination, hate crimes, harassment, sexual harassment, or victimisation. Clear reporting channels and prompt, fair investigation processes will ensure issues are addressed effectively, reinforcing a culture of respect and responsibility.

Accessibility and reasonable adjustments

We will provide reasonable adjustments to remove barriers for colleagues, customers and interview candidates with disabilities or specific needs. Accessibility will be considered in all aspects of employment and service delivery, ensuring equitable experiences and opportunities.

Monitoring and reporting DEI metrics

We will regularly monitor representation, customer data, progression, and engagement data to identify trends and areas for improvement. Transparent reporting will hold us accountable for progress and ensure DEI remains integral to organisational performance and customer satisfaction.

Allocation and lettings

When assessing whether a home can be let to a customer, we will follow a clear, transparent and fair process. All applicants will be treated equally, and we will implement the necessary reasonable adjustments to the application process to ensure equal opportunities for customers who require them.

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy on 08 December 2025.

The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

This policy will be trained to all colleagues during onboarding and refreshed annually for managers and leaders.

Measuring effectiveness

The effectiveness of this policy will be measured through:

- annual engagement survey results
- representation metrics across all levels
- customer feedback related to inclusivity
- review of recruitment and promotion decisions
- regular review of people-related metrics for trends, patterns and forecasting
- regular review of customer data

Review period

This policy is updated as required and formally reviewed every two years by the Group Director of Culture and Organisational Design. It is approved by the BFL Board or its nominated subsidiary.

Approval

This Policy was approved by the BFL Board and is applicable to:

- Bromford Flagship LiveWest Ltd
- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship) and the following housing divisions: Samphire Homes, Victory Homes, Newtide Homes
- LiveWest Homes Ltd (operating as LiveWest)

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.