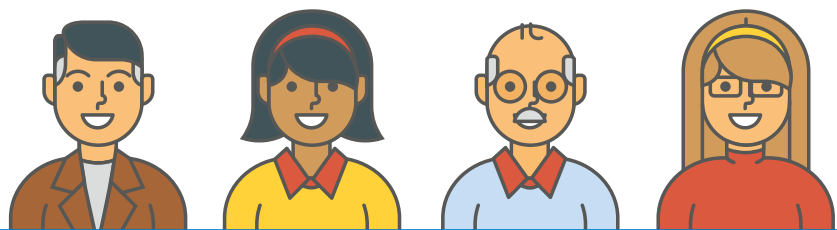


Progress Housing Group

Equality, Diversity and Inclusion

Annual Report 2024/25 Summary




Key initiatives achievements in 2024/25

We are committed to embedding equality, diversity and inclusion (EDI) at the very heart of our culture.

Valuing diversity of experience is embedded in our vision and values, in our governance and strategic decisions; in how we shape services and champion positive change, and in how we support each other, our tenants, and our customers.

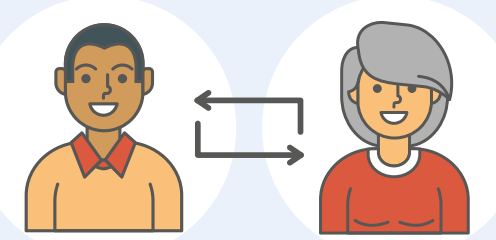
This is all supported by our EDI Strategy and EDI Working Group.

This summary report aims to highlight our work, commitments, and achievements during 2024/25, which we believe demonstrate our strong commitment to inclusion.



Strategy and governance

We successfully delivered against our EDI Strategy and action plan, which sets out our commitment to ensuring equality, diversity, and inclusion. The strategy is overseen by the board and Executive Team to ensure accountability and continuous improvement.



Network groups

Our four employee EDI networks continued to offer a space for peer support, discussion, and promote understanding, allyship and awareness across the organisation.




Inclusive recruitment and development

We are an accredited Living Wage, Age Friendly and Disability Confident employer, and we launched inclusive recruitment practices, such as providing interview questions in advance. Our Project SEARCH internship programme continued to support autistic young people into employment.




Tenant voice

Tenants continued to be actively involved through forums and feedback mechanisms, and we established our two Tenant Committees. Our approach ensures tenants can influence decisions that affect them, with a focus on person-centred support, empowerment and independence.



Accessibility and reasonable adjustments

We launched a project to implement a cross-organisational Accessibility Information Standard and developed a Reasonable Adjustments Policy to make sure communications are accessible to all.



Community and social value

Our initiatives included supporting volunteering, community projects, groups and campaigns that challenge inequality and stigma, and embedding social value into our procurement strategy.



Building homes

We continued to invest in new homes for supported living, affordable ownership, and independent living to help tackle housing needs and champion cohesive and inclusive communities.




Reporting on our impact

We shared our first three-year EDI positioning statement, which highlighted achievements in reducing inequalities, promoting diversity, and embedding EDI principles throughout the organisation and the communities which we support.

Equality, Diversity and Inclusion Strategy (2023–2026)

DI Annual Report (three-year positioning statement)

Looking forward - our priorities for 2025/26




Continuous improvement

We will continue to monitor the impact of EDI initiatives, update targets, and report annually. Our future plans include responding to new regulatory requirements (e.g., Social Tenant Access to Information Requirements), enhancing transparency, and further developing the EDI action plan.




Culture and leadership

We will continue to invest in leadership development, culture change, and board engagement to ensure EDI remains central to our mission and values.



Data and measurement


We will focus on improved data collection of protected characteristics and analysis to inform future actions, with an emphasis on closing gaps in representation, engagement, and satisfaction across all groups.




Collaboration and partnerships

We will continue to work with external partners, community organisations, and tenants to co-design services, drive social impact and influence societal change.

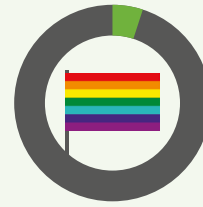
Employee representation



8% of disabled colleagues (where shared)




4.2% of colleagues from ethnic minority backgrounds (where shared)



4.9% of LGBTQ+ colleagues (where shared)

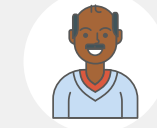
Employee experience



84% employee engagement index score (from employee survey)




87% employee wellbeing index score (from employee survey)




87% of colleagues feel they can be themselves at work (from employee survey)

Employee development



94.3% of employees have completed their mandatory EDI training (completed every three years)

Tenant experience




76.3% of Tenant Satisfaction Measure 'Overall tenant satisfaction'




79.4% of Tenant Satisfaction Measure 'Agreement that the landlord treats tenants fairly and with respect'

Organisational commitment




97% of policies with Equality Impact Assessment (EIA)



7 Project SEARCH interns

Tenant engagement




530 known involved tenants



9 tenants engaged in governance at board level (Tenant Committees)



215 of tenants supported via Progress Futures



276 applicants (pre tenancy) and 143 tenants supported by the tenancy sustainability service with accessing £813,170 in grants and benefits



10 tenants offered fully paid job placements for six months (Brighter Futures)