

Equality Diversity and Inclusion (EDI) Action Plan

This EDI Action Plan supports our EDI Policy by translating our commitment into measurable actions, outcomes and continuous improvement activities. It provides a structured framework for how we will embed EDI activities into our services, decision making and partnerships.

The action plan is a live document that will be reviewed regularly to reflect learning, feedback, emerging needs and changes to legislation.

Objective	Position or baseline as of November 2024	Action or task	Measure of success	When (timescale for delivery)	Progress as of November 2025
<i>Theme One: Organisational equality, diversity, and fairness</i>					
Improve senior Management Diversity	0% of senior management staff identify as Black, Asian and ethnic minority whereas 15% of employed 16-64 year olds identify as Black, Asian and ethnic minority (ONS: 2022) 0% of senior management are women whereas 48% of employed 16-64 year olds are women	Ensure recruitment process – whether through formal external search or internal referrals - actively searches for, and encourages interest and applications from, ethnic minorities and women	The percentage of senior management staff identifying as Black, Asian and ethnic minority. The percentage of women within senior management	November 2029 – 15% of senior management staff identify as Black, Asian and minority ethnic. November 2029 – 30% of senior management are women	November 2025 - 14% of senior management staff identify as Black, Asian and ethnic minority November 2025 – 14% of senior management staff are women
<i>Theme Two: Sustainable and diverse supply chains</i>					
Remove barriers inhibiting SMEs	27% of affordable homes delivered through agreements with SME developers by November 2024.	Continue expanding investment strategy that supports delivery of affordable housing by SME developers	The percentage of affordable housing delivered through agreements with SME developers	November 2029 – 50% of affordable housing delivered by SMEs	November 2025 – 83% of affordable housing units contracted with SME developers
<i>Theme Three: Working together with Londoners</i>					
Ensure resident involvement in governance and scrutiny is representative of the community	Tenant Satisfaction Survey undertaken but no substantive programme for resident involvement given small number of homes delivered at the time and size of our organisation	Create, and work with external housing management partner to advertise resident involvement opportunities as our portfolio grows, ensuring appropriate representation of our resident community across varied characteristics (including age, gender,	Customer satisfaction scores Number of actively involved residents or community champions per site	November 2029 – Flint's goal is to consistently deliver customer satisfaction scores that fall within the median to upper quartile TSM sector benchmark range for both shared owners and tenants. Strive to ensure every	November 2025 – tenant satisfaction survey is undertaken annually. In addition, arrangements being put in place for transactional surveys to measure in-year satisfaction in the following areas <ul style="list-style-type: none">- Lettings- Complaints- Defects- Repairs- ASB- Housing management

		employment, family make-up).		community has at least two actively involved residents or community champions.	<ul style="list-style-type: none">- Community and neighbourhood. Flint Housing is also putting in place measures to adopt various engagement strategies dependent on community and location.
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