



Equality, Diversity and Inclusion policy review: Customer Consultation

Resident Involvement Team June 2025

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Introduction

Background

The Diversity and Inclusion Business Partner requested customer feedback as part of the review of the Equality, Diversity and Inclusion policy. From 6 to 19 June 2025 we consulted customers about this by sending the policy draft by email (Appendix 1) to 31 Neighbourhood panel and 113 Customer Panel Members. We asked customers to look at the policy and to let us know what they think about the content and layout of the policy.

Feedback received

We received 21 email responses from customers. You can read the feedback below:

Customer comments		
	Feedback given	Vico response
1	<i>Excellent !</i>	
2	<i>Thank you for your correspondence Could I please point out your abbreviation in EMBED EQUALITY DIVERSITY INCLUSION has 4 words in your description so should it be EEDI ? Apart from this No comment</i>	<i>The 'embed' should be in normal font so when abbreviating EDI we are actually only referring to Equality, diversity and inclusion (EDI).</i>
3	<i>The policy reads ok to me. however the average reading age of adults is 9 years old. So, I always run anything I do through the Hemingway App to make sure the readability age, is appropriate. https://hemingwayapp.com/</i>	<i>We run this by our Policy and Communication teams who ensure it's in line with other policies and written in plain English.</i>
4	<i>My policy would be best person for the job regardless of race or ethnicity</i>	
5	<i>No comments.</i>	



6	<i>No comment</i>	
7	<i>From what I can see you have thought of every aspect of inclusive communication and Equality with Diversity.</i> <i>I can't think of anything that I can add that would improve the policy.</i>	
8	<i>I have read through the draft EDI Policy and have raised the following points for you to consider:</i> <i>(i) Although there is some reference to the use of metrics, I was unable to ascertain what collective set of metrics along with measurable targets that would be used to evaluate the effectiveness of the Policy and achievement of the policy objectives.</i> <i>(ii) In terms of enforcement / monitoring of the Policy, it would be useful to include periodic audits and / or external reviews.</i> <i>(iii) I'm not sure of the value of section number 3 titled "We'll". The Policy itself sets out Vico's expectations regarding EDI. I would therefore consider removing this section ensuring that the points are covered elsewhere.</i> <i>(iv) I'm also not sure of the value of the Assurance Section on Page 14 as a number of these points are already referred to under the Responsibility Section on Page 4. Assurance would ultimately come from the Board and therefore the points covered on Page 14 could be included under Section 4.</i> <i>(v) I was unable to identify who was the owner of the Policy. Under the version control section it therefore might be useful to include the title of the person who on a practical level would be responsible for controlling updates, reviews etc.</i>	<i>Thank you for your excellent comments. We've changed the policy to take account of all your points raised.</i>
9	<i>No comments from me.</i>	
10	<i>Everything looks ok to me, thank you for letting me look at this</i>	



11	No comments.	
12	<i>Draft – Proposed new content for EDI policy</i> <i>1. Our policy is to...</i> <i>1.2 Keep our commitment to EDI at the heart of everything we do; in all areas of employment and business, encouraging colleagues to reach their full potential, and by providing inclusive services that reflect the communities we serve.</i> <i>I believe the employment, business and colleagues should be separate to providing inclusive services to the communities we serve and each should include facilities and equipment.</i> <i>Keep our commitment to EDI at the heart of everything we do; in all areas of employment, business, facilities and equipment encouraging colleagues to reach their full potential.</i> <i>We will endeavour to provide inclusive services, facilities and equipment that reflect the communities we serve.</i> <i>1.3 Comply with all legal and statutory requirements and to recognise the nine protected characteristics as defined by the Equality Act 2010 (listed below), supporting all people to achieve their potential and not be subject to prejudice and discrimination.</i> <i>Although you've already got 1.3 Comply with all legal and statutory requirements. I would like to see:</i> <i>Meet Part M of Building Regulations which is an approved document which provides information about the ease of access to, and use of, buildings, including facilities such as toilets for disabled visitors, employees or occupants.</i>	<i>Thank you for your comments. We've made the changes suggested for point 1.2.</i> <i>For 1.3, although we agree 'ease of access' to disabled buildings is important to inclusivity we don't feel we can focus on one element of Protected Characteristics above others so haven't added this in.</i>
13	<i>Had a read of the documents. They were easy to read and understand, the layout works well too. The bullet points also make main points easier to read.</i> <i>Defiantly feel this is a easy to understand document.</i>	



14	<i>I have nothing to add, it is very good, and I think you have all things covered.</i>	
15	<i>Brilliant service with vico homes better app for paying rent & viewing balance & viewing statements x</i>	
16	<i>I enjoyed reading the policy the only thing I was wanting more information for is 10.3 of how this is going to be done.</i>	<i>Extra information given before consultation ended.</i>
17	<i>The only thing I have to bring to your attention is Point 9 Service</i> <i>I do believe that not all staff adhere to this policy, may I suggest that internal training is undertaken with staff to ensure they understand the importance of this section of the policy in regards to harassment bullying etc, and I also believe it would be beneficial for staff if residents/ panel members are also involved in this training so staff get the view of the people they are employed to assist.</i>	<i>Great idea and we've added a training into the policy.</i>
18	<i>Thankyou for including me in reviewing the EDI policy I found the change in colour harder to read I would stick to black font and bold in the points that need to be highlighted a easy read option with more bullet points as I think a lot of the information is repeated and could be simplified</i>	<i>The policy will follow our brand guidelines with changes provided where reasonably requested to meet customers needs.</i>
19	<i>The following points were noted:</i> <i>2.13 ensuring all colleagues are treated with dignity and respect (This sentence does not read right neither as you are only saying colleagues are included in this statement and no one else)</i> <i>2.19 Striving not only for equal treatment but for fairness in results and access (Sentence seems incomplete to me)</i>	<i>Great points and we've changed both points in line with your feedback.</i>



20	All looks good 😊 Very similar to ours at work, EDI can continuously change and there is room for the changes when and if they happen	
21	Having read through this a couple of times I can see that it's very comprehensive, detailed and broad in scope. For me, the key to its success is in how it is implemented, monitored and developed at 'ground level', and how to relay its very important messages to all parties. Many of my questions therefore relate to 'how' the policy will be disseminated, rather than its content. For example in section 10.3 ("We'll offer all residents the opportunity to participate in developing and monitoring our corporate Diversity and Inclusion Action Plan") what mechanism is in place to achieve this, as the policy states 'all residents'? I assume there's a communication and engagement plan for all residents, to ensure that everyone can comment or contribute should they wish to? Again, I find the policy commendably comprehensive. (In section 4, Responsibilities, there seems to be a word missing in the first sentence, "...are values (that) shape...").	Extra information given before the end of consultation about how we'll disseminate/share this policy widely. We've made the change suggested highlighted in yellow.
21	To me it looks like a very good document well laid out and covers what I would consider to be the main points covering the EDI policy. I don't think there is any thing else to add.	



Next steps

We've shared all the feedback we received with the Diversity and Inclusion Business Partner.

To make sure we're transparent and to show tenant influence of service delivery, we will keep this feedback and, following a review, we'll outline the changes made in the report.

Appendix 1: Equality, Diversity and Inclusion policy review



Dear Panel Member,

We are developing our new Equality, Diversity and Inclusion Policy. I have attached a draft for you to read. As a member of the Customer Panel or Neighbourhood Panel, we would very much like to hear your thoughts. This could include things like:

- What we have included.
- How this policy reads.
- Is it easy to understand?
- Is there anything missing?

Please have a look at the draft document and share your feedback by replying to this message. Please can you send any comments by 5 pm on Thursday 19th June 2025.

If you have nothing to add, it would be helpful if you could reply with 'No comments.'

When the review is complete, we will provide an update so you can see how all the replies have been considered.

We won't be able to answer questions about you or your home as part of this process, but we may be able to clarify any points you may have that will help you to respond.

Kind regards,

John

