

prha



Equality, Diversity & Inclusion



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1. Introduction & focus of EDI in PRHA

Welcome to PRHA's Equality, Diversity and Inclusion Annual Review.

At PRHA EDI is central to all that we do. Our approach is always based on ensuring that our core values of Compassion, Respect, Inclusion, Empowerment and Justice underpin all our services.

In this report we outline our approaches to tackle inequality, and report back on our successes. We also identify areas where we have more to do.

We place a great emphasis on ensuring that our residents and staff are treated fairly and consistently, in line with our ethos and our responsibilities as a landlord, a support provider and an employer.

This report is a summary of our diversity data, achievements, and actions during 2024-25. It outlines our main aims and vision for 2025-26. Key data and associated goals set out in this report include:

- **The diversity of our residents and colleagues**
- **Fair and equal access to our services (residents) and career progression (staff)**
- **Scrutiny of a range of areas we believe are key to checking we are meeting the primary aims and vision of our equality statement (in full in appendix 1).**

PRHA's Equalities Statement 2025

PRHA's Equalities Statement was reviewed and re-issued in April 2025. It was cascaded to all staff and displayed in our offices and services.

The statement reinforces PRHA's public commitment to striving to eliminate all forms of discrimination and to reflect our commitment to equal opportunities and anti-discriminatory practice in all aspects of our work. In particular in:

- Access to housing, support and services
- Recruitment, employment, remuneration, training & development of staff and the Board
- Work with contractors & suppliers

Scrutiny areas we have focused on during 2024-25 & 2025-26 are:

Move on from our services
– Residents



Complaints – Residents



Staff promotions – our colleagues



Eviction from our services – residents



What we have achieved over the past year



Our focus on Pledges



Our EDI Action Plans for
2024-25 & 2025-26

2. Our Achievements 2024-2025

During 2024-25 there have been several highlights including: -

79 staff received EDI awareness training, including in LGBTQ+ awareness (this is mandatory for all new staff)

8 of the 14 staff promoted internally within PRHA (57%) were from a minority ethnic background.

Our existing corporate policies continue to undergo Equality Impact Assessment (EIA) reviews on a rolling schedule, and all new policies require an EIA to be undertaken.

Representation of ethnic minority colleagues in leadership positions remains stable.

2023/24



2024/25



We continued to progress our commitments to achieving accreditations within 2024-25 and more recently in 2025-26. As of September 2025:

- We have been awarded House Proud Pledge Pioneer status
- We have registered for the Disability Confident scheme Level 1
- We are progressing Level 1 SHARP accreditation.



We have continued our participation in the HDN (Housing Diversity Network) Mentoring scheme, and have now put forward our 4th cohort of BAME staff

Summary of key findings

PRHA's Equality, Diversity and Inclusion Report seeks to give an overview of current live issues within the context of PRHA's own commitment to Equality, Diversity and Inclusion, and commitments made to stakeholders and partner organisations. It incorporates actions taken within PRHA's internal EDI action plan and takes into account new or revised regulatory requirements, along with good practice guidance from within the sector.

Areas where further action or analysis is needed to understand low numbers or potential indicators of difference have been extracted from the data and incorporated into the action plan.

The key findings are:

- Representation of ethnic minority colleagues in leadership positions has been maintained (**71% in 2024-25, 72% in 2023-24**) which followed a large increase from the **57%** seen in 2022-23.
- Our non-disclosure rates for staff in relation to the main EDI categories are markedly lower than those recorded in the national data by the NHF. These have continued to improve year on year following work by our HR team and raising staff awareness of the importance of monitoring this data.
- We have continued our participation in the Housing Diversity Network mentoring scheme, and have put forward our 4th cohort of BAME staff.
- We have been awarded House Proud Pledge Pioneer status. At **6.3%**, the proportion of PRHA's staff declaring as LGBTQ+ is above the NHF median of **4.6%** for the national workforce. The proportion of our residents declaring as LGBTQ+ is **7.4%**, which is above the NHF median of **3.2%** for tenants.
- We have registered for Disability Confident Level 1 as part of our strategy to improve accessibility to jobs for new staff and to ensure support for existing staff with a disability. The proportion of our staff who have declared a disability (**8%**) is marginally below the NFH median of **9%**.
- We are progressing our Level 1 SHARP accreditation.
- Representation of women in the staff group is good at all levels. Within the wider workforce (all staff including managers & SLT) our figure of **56%** is above the NHF's median figure of 54%. While the NHF does not provide a figure for leadership positions as a separate category, our figure for 2024-25 showed that **70%** of leadership positions were occupied by female staff members (up from **56%** for the prior year).

3. The diversity of our residents and staff



Gender

PRHA	Board	Executive (SLT)	Managers	Workforce	Local Population	Residents
Female	44.4%	66.7%	70.4%	56.2%	49.9%	21.5%
Male	55.6%	33.3%	29.6%	43.8%	50.0%	78.2%
Non-binary	-	-	-	-	0.14%	0.3%

National data (NHF report)	Board	Executive (SLT)	Managers	Workforce	Wider Population	Residents
Female	44%	47%		54%	52%	58%
Male	56%	53%		46%	48%	42%
Non-binary	-	-		0.2%	0.06%	0.1%

Non-disclosure rate	Board	Executive (SLT)	Managers	Workforce	Population	Residents
PRHA	0%	0%	0%	0%		0%
NHF 2023 Report	5%	1%		1%	Not provided	2%

Ethnic Background

PRHA	Board	Executive (SLT)	Managers	Workforce	Local Population	Residents
White	77.8%	66.7%	29.6%	25.7%	44.6%	48.8%
Mixed/multiple ethnic Groups	-	-	11.1%	8.6%	4.0%	5.8%
Asian/Asian British	11.1%	-	18.5%	15.8%	40.1%	20.8%
Black/African/Caribbean/Black British	11.1%	33.3%	37.0%	47.4%	6.9%	17.7%
<u>Other</u> ethnic group	-	-	3.7%	2.6%	3.9%	6.8%

National data (NHF report)	Board	Executive (SLT)	Managers	Workforce	Wider Population	Residents
White	82%	90%		81%	80%	82%
Mixed/multiple ethnic Groups	3%	5%		2%	2%	3%
Asian/Asian British	8%	1%		5%	11%	5%
Black/African/Caribbean/Black British	6%	3%		10%	5%	8%
<u>Other</u> ethnic group	1%	1%		1%	2%	2%

Non-disclosure rate	Board	Executive (SLT)	Managers	Workforce	Population	Residents
PRHA	0%	0.0%	0.0%	0.7%		2.3%
NHF 2023 Report	23%	7%		10%	Not provided	36%

As may be expected from an organisation based in London the data for our staff, our residents, and the local population (based on the census data for the boroughs within which our properties and services are located) reflects a more diverse picture than the national data.

The overall composition of PRHA's Workforce (**74% from an ethnic minority background, 26% from a white background**) is more diverse than that of our residents (**51% from ethnic minorities, 49% white**) and also of the wider population (**55% from ethnic minorities, 45% white**).

This is also the case for our managerial staff (**70% minority ethnic & 30% white**, compared with **51% minority ethnic & 49% white** for our residents).



While the reverse is true for our Senior Leadership Team (SLT) (**33.3% minority ethnic & 66.7% white**) and for our Board (**22.2% minority ethnic & 77.8% white**), both of those figures are from very small sample sizes (**9 for the Board (as at year end)**, and **6 for the SLT**).

These small figures mean that the numerical differences are magnified when viewed as percentages, and the figures are not easy to compare statistically to our resident population or to the wider population of the boroughs.

Non-disclosure rates for PRHA staff and residents are markedly lower than the national data from the NHF report.



Disability

PRHA	Board	Executive (SLT)	Managers	Workforce	Local Population	Residents
Yes	11.1%	25.0%	11.5%	8.1%	17.5%	36.5%
No	88.9%	75.0%	88.5%	91.9%	82.5%	63.5%

National data (NHF report)	Board	Executive (SLT)	Managers	Workforce	Wider Population	Residents
Yes	10%	6%		9%	24%	29%
No	90%	94%		91%	76%	71%

Non-disclosure rate	Board	Executive (SLT)	Managers	Workforce	Population	Residents
PRHA	0.0%	33.3%	3.7%	2.6%		9.1%
NHF 2023 Report	31%	16%		22%	Not provided	57%

The overall proportion of residents within our accommodation with a disability (**36.5%**) is approximately double that of the local population of the boroughs within which we operate, and four and a half times that of our staff.

Our supported services, which form the bulk of the accommodation provided, have a higher proportion of residents who have disclosed a disability (**49.5%**).

This is in line with the increasing complexity of support needs that are present for the individuals who are currently being referred into our services, and served to raise the overall figure that is present in the table above.

When viewed in the context of the higher figures for the borough population and our residents, it is important not only that we continue to raise awareness amongst our staff around supporting individuals with disabilities, but also to address this under-representation.

One of our aims for 2025 was to sign up for the Disability Confident Scheme for employers to help us address this.



Sexual Orientation

At **6.3%**, the proportion of PRHA's Workforce identifying as LGBTQ+ is above that of the NHF's figure for the national Workforce (**4.6%**).

Similarly, the proportion of PRHA's residents declaring as LGBTQ+ (**7.4%**) is above the national figure of **3.2%**.

With the non-disclosure rates in the NHF's 2023 report being **22%** for the workforce and **60%** for residents we cannot draw any definite conclusions from comparing those figures. Perhaps with the exception that our non-disclosure rates are markedly lower for both staff (**7.2%**) and residents (**3.4%**). Notably, the non-disclosure rate of **3.4%** for PRHA's residents has decreased significantly from 2023-24, when it was **18.9%**.

PRHA	Board	Executive (SLT)	Managers	Workforce	Local Population	Residents
Straight / Heterosexual	88.9%	80.0%	92.0%	93.7%	83.1%	92.6%
Gay or lesbian	11.1%	20.0%	-	2.8%	4.0%	3.5%
Bisexual	-	-	8.0%	3.5%	2.5%	2.5%
Other sexual orientation	-	-	-	-	0.7%	1.4%

National data (NHF report)	Board	Executive (SLT)	Managers	Workforce	Wider Population	Residents
Straight / Heterosexual	95.4%	94.0%		95.7%	96.2%	96.9%
Gay or lesbian	3.9%	5.3%		2.7%	1.9%	1.3%
Bisexual	0.7%	0.6%		1.4%	1.5%	1.5%
Other sexual orientation	0.0%	0.1%		0.3%	0.4%	0.4%

Non-disclosure rate	Board	Executive (SLT)	Managers	Workforce	Population	Residents
PRHA	0.0%	16.6%	7.4%	7.2%		3.4%
NHF 2023 Report	33%	17%		22%	Not provided	60%



We are making sure our LGBTQ+ residents have a voice and are visible here

LGBTQ+ HOUSING PIONEER

The current non-disclosure levels within PRHA do however indicate that continuing work is needed to ensure that PRHA provides an environment where both our staff and our residents feel more comfortable in disclosing their sexuality and in discussions around sexuality.

Comparing PRHA's Workforce and Resident data internally, our overall figure for LGBTQ+ staff **(6.3%)** is below that of PRHA's residents **(7.4%)**.

Again though, with our internal non-disclosure rates being **7.2%** & **3.4%** respectively, no firm conclusions can be drawn from the data.

More work will be needed to address the reasons why our staff and residents may not wish to disclose.



Religion

PRHA	Board	Executive (SLT)	Managers	Workforce	Local Population	Residents
Christian	55.6%	60.0%	41.7%	47.9%	25.1%	44.1%
Muslim	11.1%	20.0%	12.5%	25.0%	40.9%	35.2%
Buddhist	-	-	4.2%	2.9%	1.0%	-
Hindu	-	-	4.2%	0.7%	2.1%	0.4%
Jewish	11.1%	-	-	0.7%	0.6%	-
Sikh	-	-	4.2%	0.7%	0.3%	0.7%
Other religion	-	-	-	0.7%	0.6%	1.1%
No religion	22.2%	20.0%	33.3%	21.4%	29.3%	18.5%

National data (NHF report)	Board	Executive (SLT)	Managers	Workforce	Wider Population	Residents
Christian	53.7%	50.3%		47.6%	47.9%	49.8%
Muslim	4.5%	2.6%		4.2%	9.8%	6.8%
Buddhist	0.5%	0.6%		0.5%	0.5%	0.4%
Hindu	1.8%	1.0%		0.9%	1.9%	0.5%
Jewish	0.4%	0.5%		0.2%	0.6%	0.1%
Sikh	0.4%	0.9%		0.8%	0.9%	0.2%
Other religion	2.7%	2.3%		4.2%	0.6%	2.4%
No religion	35.5%	41.0%		41.7%	37.6%	39.8%

Non-disclosure rate	Board	Executive (SLT)	Managers	Workforce	Population	Residents
PRHA	0.0%	16.7%	11.1%	8.5%		7.8%
NHF 2023 Report	32%	23%		22%	Not provided	62%

The majority of the accommodation owned or managed by PRHA falls within Tower Hamlets.

This is reflected in the “Local Population” data shown above, which is therefore weighted towards the characteristics of those who live within Tower Hamlets (**90%** of residents present in our accommodation within 2024-25) rather than the characteristics of the two services we have within Southwark and Hackney (**10%** of residents combined).

As Tower Hamlets has a very high proportion of Muslim residents living within the borough, this is reflected in the weighted figure of **40.9%** shown in the Local Population column above.

While our workforce has a high proportion of staff who are Muslim **(25%)**, this is lower than the **40.9%** for the local population but significantly above the national workforce figure of **4.2%** quoted in the NHF's national data.

It is closer to the **35%** figure for our residents, though there is still a difference of around **10%**.

Conversely, the figure for staff who are Christian **(47.9%)** is much higher than within the Local Population **(25.1%)** and closer to that of our residents **(44.1%)**.



PRHA Supported Residents

Referrals & lettings, evictions & planned move on

To assist in monitoring and maintaining fair access to PRHA's supported properties, and for the equality of opportunity for planned move on outcomes, we collate the ethnic background data for all those who we support in the year and compare it with the same data set for rejected referrals, lettings, evictions and planned move on.

PRHA	Rejected referrals	Lettings	Evictions	Planned move on	All supported
White	8.0%	37.3%	80.0%	40.0%	48.8%
Mixed/multiple ethnic Groups	16.0%	8.4%	20.0%	4.0%	5.8%
Asian/Asian British	48.0%	26.5%	-	26.0%	20.8%
Black/African/Caribbean/Black British	24.0%	22.9%	-	22.0%	17.7%
Other ethnic group	4.0%	4.8%	-	8.0%	6.8%

Non-disclosure rate	Rejected referrals	Lettings	Evictions	Planned move on	All supported
PRHA	0.0%	0.0%	0.0%	0.0%	0.0%

We compared the breakdown in main ethnic group within each category with the overall breakdown for supported residents in PRHA's services.

For the year 2023-24 there were no statistical differences between the relative proportions (by main ethnic group) for rejected referrals, lettings, evictions or planned move on.

For the year 2024-25 the test identified a potentially statistically significant difference for rejected referrals when compared against the breakdown of all those we supported. However the small sample size for service refusals (10 in total) means that sound statistical analysis is not possible. Of the 10 referrals where PRHA declined to provide an offer after assessment 4 were from an Asian or Asian British background **(40%)**.



Complaints

by main ethnic grouping

A review of the ethnic background of those raising complaints in

2024-25 found no significant differences when compared with the distribution for all PRHA tenants present in the year.

During 2024-25 we received 44 formal complaints.

We will continue to review this annually, but please note that none of the complaints received within the year were in relation to racial discrimination.

PRHA	Formal complaints	Residents
White	29.5%	48.8%
Mixed/multiple ethnic groups	15.9%	5.8%
Asian/Asian British	38.6%	20.8%
Black/African/Caribbean/Black British	15.9%	20.1%
Other ethnic group	-	7.7%

Non-disclosure rate	Formal complaints	Residents
PRHA	0.0%	2.3%



Staff only data

PRHA 2024-25	New starters	Promotions	Workforce	Managers	Dismissals /redundancies
Asian/Asian British	13.3%	14.3%	15.8%	18.5%	25.0%
Black/African/Caribbean/Black British	46.7%	21.4%	47.4%	37.4%	50.0%
Mixed/multiple ethnic groups	6.7%	21.4%	8.6%	11.1%	-
Other ethnic group	6.7%	-	2.6%	3.7%	-
White	26.7%	42.9%	25.7%	29.6%	25.0%

Non-disclosure rate 2024-25	New starters	Promotions	Workforce	Managers	Dismissals /redundancies
PRHA	0.0%	0.0%	0.7%	0.0%	0.0%

PRHA 2023-24	New starters	Promotions	Workforce	Managers	Dismissals /redundancies
Asian/Asian British	15%	27.3%	17.0%	20.0%	22.2%
Black/African/Caribbean/Black British	54%	36.4%	52.0%	40.0%	66.7%
Mixed/multiple ethnic groups	15%	18.2%	8.0%	8.0%	5.6%
Other ethnic group	2%	0.0%	1.0%	4.0%	0.0%
White	15%	18.2%	22.0%	28.0%	5.6%

Non-disclosure rate 2023-24	New starters	Promotions	Workforce	Managers	Dismissals /redundancies
PRHA	0.0%	0.0%	0.5%	0.0%	0.0%

Overall **57.1%** of the promotions within PRHA in 2024-25 were of staff from a minority ethnic background **(8 of 14)**.

This is an achievement that we aim to build on next year.



4. Our commitment to Sector Wide Initiatives to Drive Change

PRHA's Board signed up to the SHARP pledge in November 2023 in order to publicly strengthen our existing work around diversity. Since then our SLT have been overseeing the organisational steps necessary to meet the requirements for Level 1 Membership (The SHARP Pledge Membership Award), which have also been incorporated into our 2025-2030 EDI Strategy.



SHARP provides a framework for social housing organisations to commit to taking the necessary action, setting targets, and communicating and engaging with stakeholders to actively combat racism and develop an inclusive culture.

Signatories must commit to working with their supply chains, staff and residents to promote an inclusive operational culture where people are comfortable talking about race by:

- Clarifying the organisation's stance and values
- Co-creating a systemic approach for practical action
- Committing to sustained action through visible leadership and a willingness to change
- Critically appraising housing delivery approach from end to end
- Connecting people by creating safe spaces, systems and times to talk, share experiences and learn from each other
- Communicating our messages consistently and ensuring that communication is two way



Pledge



During 2024-2025 we continued to progress our commitment to meeting the requirements of the House Proud pledge:

- Consulting with LGBTQ+ residents
- Increasing LGBTQ+ visibility
- Raising awareness of LGBTQ+ lives through staff training

We have been successful in this and were awarded Pledge Pioneer status in September 2025.



5. EDI Action plan 2026-27



Each year we produce an EDI action plan which is approved by our Board. Our action plan for 2026-27 has priorities which are designed to further improve our approach to achieving greater inclusion and equality for residents and colleagues. We continue to prioritise the following areas:

- Developing a 2025-2030 EDI Strategy
- Publish our 2025 EDI Report
- Continue the work towards achieving Level 1 accreditation for SHARP
- Consolidate our work in meeting Pledge Pioneer
- Focus on incorporating additional resident input into and oversight of the EDI Strategy and Annual Action Plan

Staff and Board Training

- Expand on the staff & Board awareness training already in place
- **Sign up to the Disability Confident Scheme**



Appendix one

EQUALITY AND DIVERSITY

Providence Row Housing Association (PRHA) is determined to challenge direct & indirect discrimination, discrimination by perception or association, harassment or victimisation against anyone on the grounds of race (including colour, nationality, ethnic or national origins), gender including gender reassignment, physical or mental health, disability, social class, age, political or religious belief or non-belief, offending history, marital or civil partnership status, sexual orientation, pregnancy or caring responsibilities.

This commitment is enshrined in our core values which include **Justice & Inclusion**.

PRHA will strive to ensure that we eliminate all forms of discrimination & reflect our commitment to equal opportunities and anti-discriminatory practice in all aspects of our work. In particular in:

- access to housing, support & services
- Recruitment, employment, remuneration, training & development of staff & Board
- Work with contractors & suppliers.

To achieve our aims, PRHA will:

- Promote and celebrate the diversity of our client groups, staff teams, Management Board and the local community
- Design our services to meet the needs of all our communities
- Constantly monitor and review our systems & procedures to ensure that we are meeting our equality & diversity objectives
- Work in partnership with commissioners & other agencies to develop good practice on equality & diversity, social exclusion & community cohesion issues
- Provide training and guidance to all employees to ensure our commitment to equality and diversity is known, understood and adhered to
- Value our employees, providing them with the skills and training to do their job well and with opportunities to progress and develop
- Give active support to our client groups to enable their involvement in service development and decision-making
- Review this policy with residents, staff, Management Board & stakeholders.

