



TTC

Diversity and Inclusion Strategy

2021 – 2024

Foreword: Our Strategy



TTC strives for diversity and inclusion in all that it does not solely to fulfil its obligations under the public sector equality duties, but because we believe it's the right thing to do. We want an environment where all staff, be they permanent, temporary or our self employed contractors feel welcomed and supported to achieve their potential but also, feel safe and confident to challenge and contribute to the work we do on diversity and inclusion. We want a working group that can represent others through personal experiences and understanding the world of 'protecting people on the move'. Diversity and inclusion is not an 'initiative' or a 'project', it's an ongoing core aim and this strategy underpins our commitment towards achieving that aim.

A handwritten signature in black ink, appearing to read 'Jim Kirkwood', with a long horizontal flourish extending to the right.

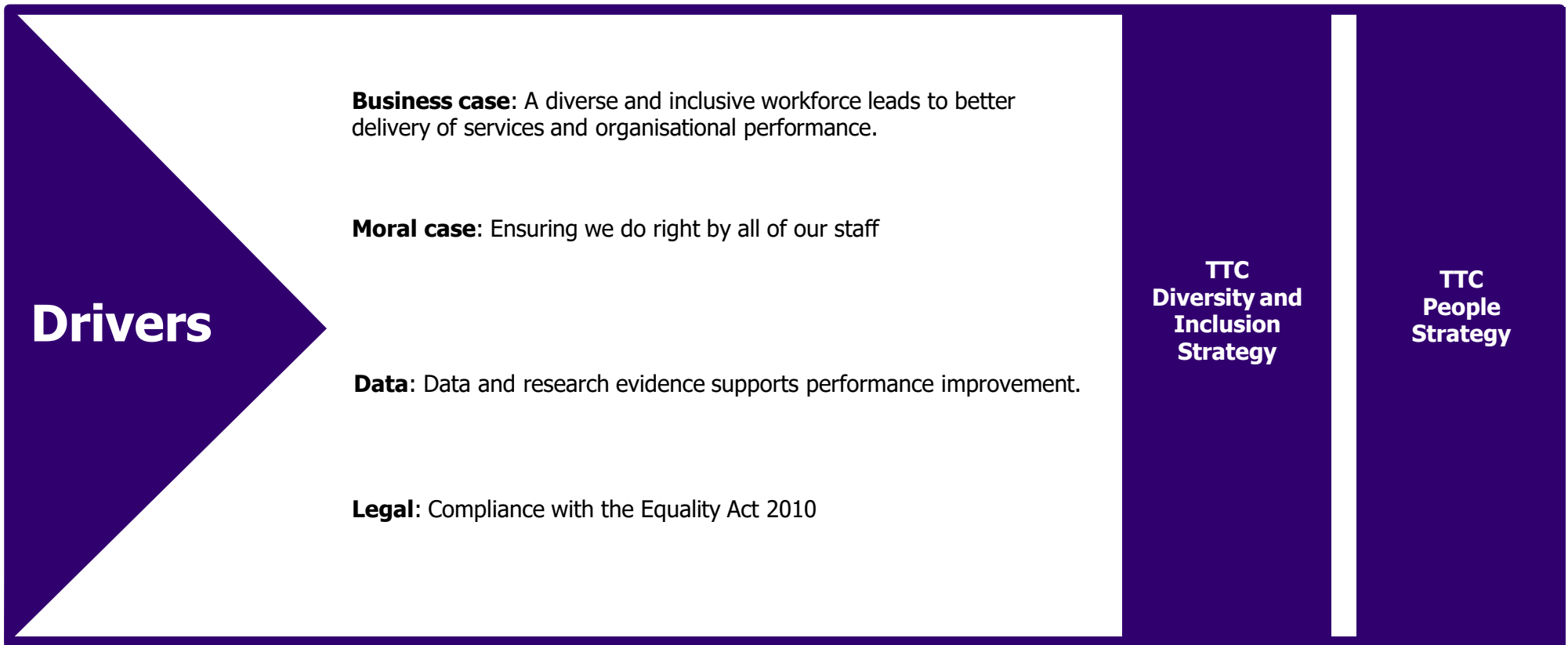
Jim Kirkwood, CEO, TTC Group (UK) Ltd

Governance and accountability

We have established a Diversity and Inclusion working group to deliver the actions from this strategy. This working group is chaired by our Director of Client Services and reports directly to our Senior Leadership Team.

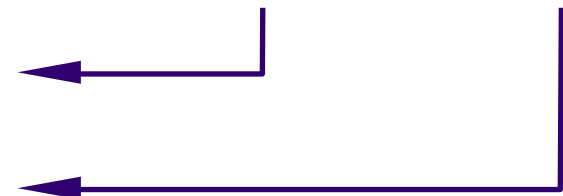
Other working groups will support the overall vision of this strategy and will report into the Diversity and Inclusion working group as required.

TTC Diversity and Inclusion Strategy 2021-2024



TTC's Diversity and Inclusion Strategy will promote an inclusive work environment, build a representative workforce across all levels and improve performance internally and externally.

TTC's People Strategy is delivering the actions required to bring about positive change within the organisation.



Our vision: an inclusive and diverse workforce

An organisation where difference is positively valued and recognised as key to a healthy place to work

Where all colleagues are treated fairly and with respect

Where the wellbeing of all staff is supported

Where all staff feel engaged and able to develop

Where all leaders demonstrate inclusive leadership

Where our senior leaders are accountable for performance on inclusion and diversity in their directorate

Where it is the responsibility of all staff to create an inclusive environment

Where our recruitment and selection is inclusive.

Recruiting Staff & Contractors.

We will ensure that:

- we conduct an analysis of the representativeness of TTC's workforce and consider the need for targeted recruitment campaigns and how individuals from diverse backgrounds are recruited
- equality and inclusion is integrated into our strengths-based interview questions
- there is an effective review process that informs any necessary changes to interview questions
- there is a quality assurance process for interview panels
- our assessment and interview processes do not discriminate against any particular group
- panel members have completed inclusion and diversity training
- feedback from candidates is received and acted upon
- we review all job advertisements and job descriptions for language and inclusivity
- we will explore the accreditation of our diversity and inclusion approaches.

Equipping and Retaining Staff & Contractors.

We will:

- ensure all staff & contractors attend equality, diversity and inclusion induction when they start in the organisation
- ensure all staff & contractors complete relevant training
- review our equality, diversity and inclusion induction training and test our wider induction process on these issues
- include equality, diversity and inclusion at our annual conferences
- analyse staff survey results and develop and deliver action plans based on findings
- collect diversity data for the purposes of a robust understanding of the characteristics of our workforce
- include a cross-section of staff & contractors in working groups
- identify any barriers to the recruitment and retention from those with protected characteristics and make reasonable adjustments to remove these barriers
- ensure learning and development opportunities are fair and accessible
- annually review the content of our contractors bulletins covering equality, diversity and inclusion matters to understand the relevance of the material and its impact
- build wellbeing and mental health infrastructures to support staff & contractors in their work responsibilities
- provide mentoring and coaching opportunities for all staff & contractors

Our vision: driving improvement in service delivery

In our strive to improve the well-being and safety of all road users we aim to identify our organisation's strengths and areas for development across our equality, diversity and inclusion performance.

We will address any identified gaps in appropriate delivery for specific groups of service users.

We will work with others across the road safety partnership to identify where policy and practice improvements are needed to ensure fairness and equality of outcomes for all groups of people as identified by their protected characteristics.

What we will do

We will:

- systematically collect agreed diversity data and report on disproportionality from all TTC contract areas
- interrogate and analyse data and use this to assist the performance of both ourselves and our commissioners on diversity and inclusion
- use data to inform developments in methodology in our intervention framework and methodology
- commission or conduct diversity research as and when required
- regularly review how and when we report on diversity issues
- analyse our client based data on an annual basis across the protected characteristics
- ensure diversity and inclusion recommendations are acted upon promptly
- improve diversity across our staff and trainers in terms of protected characteristics and lived experience
- capture all service user feedback and use this to improve service delivery
- identify and address any systemic diversity issues