



# DIVERSITY AND INCLUSION AT FIRSTPORT

Our approach  
to embedding  
diversity and  
inclusion into  
who we are and  
what we do





# OUR GOALS

## **CREATING AN INCLUSIVE WORKPLACE**

We're building a workplace where diversity is celebrated, inclusion is part of everything we do, and every person feels valued and supported.

## **CHAMPIONING EQUITY AND RESPECT**

We treat everyone we work with – staff, trustees, entrepreneurs, and partners – with fairness, dignity, and respect.

## **LEADING WITH IMPACT AND SUPPORT**

We're committed to making a meaningful impact in the social enterprise sector while being a supportive and inclusive partner to the people and communities we serve.





At Firstport, our vision and mission explain the kind of society we want to build, and how we aim to play our part.

**Our vision:** A society in which doing business is synonymous with doing good

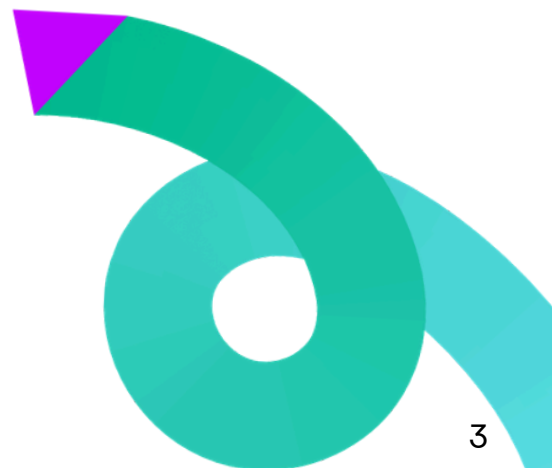
**Our mission:** To make social enterprise accessible, achievable, inspirational

**Our values:** Accountability, Ambition, Commitment, Respect, Purpose

This framework is designed to help everyone who works for and with Firstport – staff, trustees, entrepreneurs, partners and others – feel at home with us.

It sets out the goals, principles and priorities we are committed to, so we can embrace difference, protect dignity and treat everyone with respect.

It reflects what we believe is necessary to foster diversity and inclusion, and a sense of belonging at Firstport.





# OUR DELIVERY

## THE D&I GROUP

The Diversity & Inclusion (D&I) group consists of 6–8 members of staff from across Firstport. They have volunteered to get involved for a variety of professional and personal reasons. As a small organisation, group members take part alongside their main roles, and are encouraged to manage their time while still contributing meaningfully.

## EXECUTIVE SPONSORSHIP

Firstport operates with minimal management structures supported by a Leadership Team whose role is to support, guide, assist, challenge and be challenged.

While staff play an important role in supporting D&I across Firstport, we know it's not realistic to expect them to take full responsibility for such an important area, which is why our CEO is an active member in the group.

Our CEO takes on the role of Executive Sponsor, working closely with group chair(s) to lead and champion D&I across the organisation.

They make sure there is support from the board, that the work aligns with the company's strategy, and the people involved have the time, resources, and budget needed to deliver on our commitments.



# WHAT THE D&I GROUP DOES

## **IDENTIFY KEY AREAS AND CO-CREATE THE PLAN**

With input from staff across the organisation, the D&I group identifies focus areas and creates a plan for the year. This is built into the Objective Key Results (OKR) framework, so D&I is part of how we plan and track our work, with shared responsibility across teams.

## **OVERSEE, GUIDE, ADVISE**

The D&I group researches, advises and shares guidance on good practice, accessibility, tools, resources, and removing barriers. Where appropriate, they also make recommendations.

However, the group are not experts, and external expertise is brought in when needed. We prioritise working with social enterprises and people with lived experience when seeking this support.

## **HOLD AND BE HELD ACCOUNTABLE**

The group is responsible for delivering agreed priorities on time and within budget. They ensure that there is a clear process so that what is created, produced, and launched meets agreed standards.

## **TAKE AN ORGANISATIONAL WIDE APPROACH**

The D&I group works with staff across Firstport to shape and support our approach to D&I. They involve people in the work, build understanding, and help develop support for agreed priorities, whilst recognising and respecting different views, experiences, cultures, and beliefs.





# WE HAVE IDENTIFIED SEVEN PRIORITY AREAS WHERE WE'LL FOCUS OUR EFFORTS

1. POLICIES AND  
PROCEDURES

2. RECRUITMENT  
AND RETENTION

3. INCLUSIVE CULTURE

4. TRAINING, EDUCATION,  
RESOURCES

5. ACCOUNTABILITY AND  
MEASUREMENT

6. COLLABORATION

7. CONTINUOUS  
IMPROVEMENT



## **1. POLICIES AND PROCEDURES**

Policies provide guidance to support decision-making and help ensure consistency in how we work.

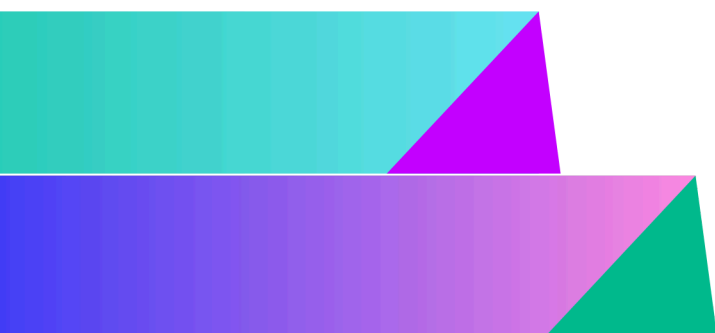
We will create where required and maintain a set of policies, procedures, and safeguarding measures that set out how we behave at Firstport, how we work together, how decisions are made. These will support inclusion, protect dignity, and ensure everyone is treated with respect.

## **2. RECRUITMENT AND RETENTION**

We welcome and support a wide mix of applicants for staff roles, trusteeships, directorships, and panel or committee positions.

We aim to reach more people through the widest range of recruitment channels we can, offer support during the application process, and recognise people's potential and lived experience rather than formal qualifications.

We also want people to stay and grow with us. We are building a place where everyone feels valued, supported, and are able to do their best. This includes opportunities to progress, inclusive leadership and wellbeing support. We listen closely to data and feedback, to address barriers to inclusion, helping everyone build a lasting and fulfilling career at Firstport.





### 3. INCLUSIVE CULTURE

We know that diversity alone is not enough; what truly matters is a culture where everyone feels welcome, respected, and able to belong.

We believe Firstport has a positive and inclusive culture but are committed to continuing to improve it. We will strengthen staff connections through quarterly team meetings and staff-led socials that offer varied activities to meet different interests. We will also offer accessible external HR support and continue to grow our staff wellbeing resources.

We will celebrate diversity across the organisation, using our platform to amplify underrepresented social enterprises and mark key moments through an inclusive calendar that reflects who we are and the communities we support.

The D&I group will play a central role in championing an inclusive culture, offering feedback, identifying positive impact and areas for improvement.

Ultimately, we will continue to welcome different perspectives, experiences, cultures and beliefs, while expecting everyone to treat each other with dignity and respect.



## **4. TRAINING, EDUCATION, RESOURCES**

We are committed to supporting our staff with the training, education and resources they need to build confidence and capability in D&I.

A D&I budget will be drawn from the annual training fund, with the D&I group recommending opportunities based on organisational needs, data, and staff feedback. This could include revisiting key topics and offering more specialist training in new areas.

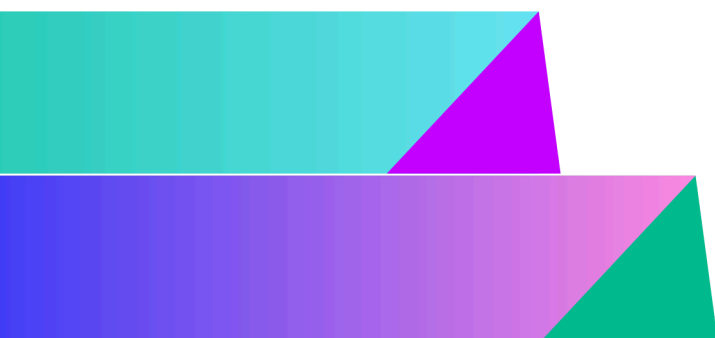
All training will be open to the whole organisation, and while attendance won't be mandatory, the D&I group will work to understand barriers to participation. They will also share relevant articles and resources to encourage wider engagement. We recognise that meaningful behavioural change takes time. Our aim is to provide ongoing learning that helps staff put new knowledge into practice and build new ways of working.

## **5. ACCOUNTABILITY AND MEASUREMENT**

We recognise that a framework only creates real change when there is accountability. We will measure, track, and share diversity and inclusion data where appropriate, publishing it across the organisation. This will include staff and board demographics, gender pay information, employee engagement, equal opportunities data, and programme statistics, all shared transparently regardless of the results.

We will also gather feedback from staff and clients, and link this to our D&I data. This will help us understand who benefits most from our work, whilst identifying gaps and barriers.

Our annual impact report will highlight our social, economic and environmental achievements, with D&I embedded throughout.





## 6. COLLABORATION

We know we cannot – and should not – pursue our D&I ambitions alone, so we aim to work with people, partners and suppliers who share our values.

Before we work with anyone, we will carry out careful checks, ensuring they align with our vision, mission, values, and reputation.

When considering what we buy, we will use a diverse range of suppliers ideally prioritising social enterprises. We will bring in experts when specialist knowledge is needed. We will value lived experience.

We will maintain relevant D&I accreditations, memberships, and awards so our standards continue to improve.

## 7. CONTINUOUS IMPROVEMENT

We recognise this work is never finished, and we are committed to continuous improvement rather than aiming for perfection. Our D&I group will stay informed of best practice and emerging needs, proposing new approaches while working within the practical limits of a small charity.

We will avoid a scattered approach by setting a clear annual plan, embedded in organisation-wide strategic planning.

By doing this, we will take a transparent, step-by-step, priority-led approach to D&I that supports meaningful and lasting progress over time.



# CONCLUSION

This is an ambitious framework that reflects our commitment to fostering a more inclusive and equitable environment for those who work for and with Firstport. We are a small charity with limited capacity and resource, but rather than hide behind these as restrictions or reasons we can't drive change, we will commit to what we can, be clear on what we want to achieve and work hard to deliver on it.

Together, we will learn and lead towards a **society where doing business is synonymous with doing good.**

