



Regulator of
Social Housing

Equality objectives

July 2020



Introduction

- 1.1 The Equality Act 2010 requires all public bodies to publish equality objectives it thinks it should achieve to meet the general equality duty (sometimes called the Public Service Equality Duty – PSED).
- 1.2 The general equality duty says that public bodies must, in the exercise of their functions, have due regard to the need to:
 - I. eliminate discrimination, harassment, and victimisation
 - II. advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
 - III. foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 1.3 These are the Regulator of Social Housing’s first set of equality objectives following a successful transition period to being a standalone entity in October 2018. They were finalised following a statutory consultation between January and March 2020.
- 1.4 The objectives have been mindful of
 - a. our statutory obligation to be proportionate and not to inappropriately increase the regulatory burden, and our co-regulatory approach to regulation
 - b. the applicability of our general equality duty in our day to day work.
- 1.5 We considered it most appropriate for our first equalities objectives to focus on areas where we can have the most immediate impact, namely:
 - points where we interact with tenants (objectives 1 and 2)
 - the organisational culture we create (objective 3).
- 1.6 We will review these objectives within the mandatory four-year period and we will also keep these under review if our role changes or if we identify further areas which would benefit from setting equality objectives.

Equality objectives

| Equality objective: | Delivered by: |
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| <p>1. Ensure that where equality and diversity concerns are raised through our enquiries process, they are considered in line with our statutory objectives</p> | i) Appropriate training for our enquiries team and staff who regularly handle complaints |
| | ii) Ensuring that complaint referrals identified as having an equality, diversity or inclusion (EDI) dimension are recorded as such and dealt with in accordance with our consumer regulation guidance |
| | iii) We intend to highlight key lessons learned and good practice from discrimination cases and enquiries in our annual report on consumer regulation |
| | iv) Investigating technological solutions to improve collation and analysis of EDI data arising from enquiries |
| <p>2. The Regulator will review its methods of communicating to ensure that it does so in an inclusive way</p> | i) Training for staff on accessible communication skills (particularly around mental health and learning disabilities) |
| | ii) Ensuring that the regulator’s publications are as accessible as is reasonable, in line with our duty to make reasonable adjustments |
| | iii) Ensuring that our communications, such as responses to enquiries, meet the individual’s communication needs where reasonable in line with our duty to make reasonable adjustments |
| | iv) Proactively engaging with GDS about what changes can be made to our website to make it as accessible as possible |
| <p>3. We will provide a supportive and inclusive working environment for all</p> | i) Collating data on gender pay to establish our gender pay gap. Data to be collected and published in accordance with the regulator’s People Strategy |
| | ii) Improving the collation of equality and diversity data in order to identify barriers to under-represented groups to recruitment and progression, advance equality of opportunity, and foster good relations amongst all groups within the regulator’s workforce |
| | iii) Establishing a robust baseline and using data to inform how the regulator embeds equality and diversity into its approach to developing policies and/or strategies for staff to support continuous improvement |
| | iv) Using data to review how effective the policies we have in place are at delivering the desired outcomes |
| | v) Carrying out L&D activity to further foster an inclusive working environment including mandatory training on unconscious bias, discrimination, harassment and equality legislation for all staff |
| | vi) Actively promoting equality, diversity and inclusion in the workplace. |



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RSH regulates private registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.