



Equality Diversity and Inclusion Policy

Approved by: Governance and People Committee

Approved: October 2026

Next Review Date: October 2029

Applies to: RHP Group

1. Statement of intent

- 1.1 At RHP, our purpose is providing safe, secure homes - opening the door to life opportunities. We believe everyone should feel valued, respected, appreciated and able to be themselves. We are committed to treating people fairly, recognising and celebrating diversity, and creating an inclusive environment where everyone can thrive.
- 1.2 Equality, Diversity and Inclusion (EDI) is fundamental to achieving our vision of being trusted as a socially responsible housing provider which is high-performing, community-connected and values-based. We believe that diverse perspectives make us stronger, help us make better decisions and enable us to deliver services which better meet the needs of the communities we serve. RHP is committed to creating an organisation where equality, diversity and inclusion are part of everyday decision making, behaviours and services.
- 1.3 We recognise that people have different and sometimes overlapping experiences, needs and barriers. We are committed to understanding those differences and taking proportionate and reasonable steps to ensure that people can access our services, opportunities and employment fairly. We are committed to creating an inclusive culture where everyone is treated fairly, differences are respected and barriers to participation are removed wherever possible.
- 1.4 We will listen to different voices, value different experiences and work to remove barriers that prevent people from achieving their potential. We will use data, insight and engagement to understand the needs of our customers, colleagues and communities, and we will strive to ensure that everyone is treated fairly, with dignity and respect.
- 1.5 We recognise that people experience services and workplaces differently and that a one-size-fits-all approach will not always achieve fair outcomes.

2. Purpose

- 2.1 This policy sets out RHP Group's commitment to EDI and provides the legislative, regulatory and organisational framework within which we operate. It supports the delivery of our Equality, Diversity and Inclusion Strategy and applies across the RHP Group, including Co-op Homes.
- 2.2 The policy aims to:
 - Promote fairness, dignity and respect
 - Ensure compliance with legal and regulatory requirements
 - Eliminate discrimination, harassment, bullying and victimisation
 - Promote equality of opportunity
 - Foster positive relationships within our communities
 - Support delivery of accessible and inclusive services
 - Create an environment where colleagues can thrive and develop.

3. What we mean by Equality, Diversity and Inclusion

Equality means ensuring people are treated fairly and have equal access to opportunities, services and support. We recognise that people may face different circumstances or barriers,

and that achieving fair outcomes may require different levels of support or reasonable adjustments to enable equitable access.

Diversity means recognising, valuing and celebrating the different backgrounds, experiences, identities, perspectives and characteristics that make people unique.

Inclusion means creating an environment where everyone feels welcomed, respected, heard and able to contribute.

4. Our Commitment

4.1 As a Landlord we will:

- Treat people fairly, with dignity and respect
- Understand and respond appropriately to customers' diverse needs and circumstances
- Use customer diversity data, and information on care, support and access needs responsibly, to design services that are fair, accessible and responsive.
- Provide information in accessible formats whenever reasonably possible
- Make reasonable adjustments to support customers accessing our services
- Use customer insight and equality data to improve services
- Seek feedback from a diverse range of customers
- Remove barriers which may prevent customers from engaging with us or accessing services
- Continuously improve through feedback, engagement and learning.

4.2 As an Employer we will:

- Recruit, develop and retain talented people from diverse backgrounds
- Promote a culture where colleagues feel they belong and can be themselves
- Provide fair and equitable access to learning, development and progression opportunities, recognising that some colleagues may need different or additional support to overcome barriers and reach their potential. Make reasonable adjustments where required
- Maintain fair, transparent and inclusive employment practices across recruitment, reward, development, progression and people management
- Support colleague wellbeing and inclusion.

4.3 As a Community Partner we will:

- Promote equality of opportunity within our communities
- Support initiatives that bring people together and strengthen community cohesion
- Celebrate the diversity of our customers, colleagues and communities
- Foster positive relationships between different people and communities
- Work with partners who share our commitment to fairness and inclusion.

5. Responsibilities

5.1 The Board is responsible for:

- Setting the tone from the top
- Promoting and supporting a diverse board that reflects, as far as possible, the communities we serve using available customer demographic data as the primary reference point and local population data as supplementary context where appropriate
- Providing oversight and challenge
- Monitoring delivery of the EDI Strategy

- Promoting a culture which values diversity and inclusion.
- 5.2 The Executive team is responsible for embedding EDI within strategy, services, decision-making and organisational culture.
- 5.3 Leadership team and Managers are responsible for creating and maintaining inclusive teams by role modelling inclusive behaviours, ensuring that decisions are fair, objective and inclusive, and making and supporting reasonable adjustments where required. They are also responsible for implementing this policy and promoting a culture in which diversity is valued and individuals feel respected and able to contribute.
- 5.4 All colleagues are responsible for:
- Demonstrating inclusive behaviours
 - Treating others with respect
 - Considering the needs of customers and colleagues
 - Completing mandatory EDI training
 - Raising concerns where behaviour falls short of expectations.
- 5.5 We expect our contractors, suppliers and partners acting on our behalf to demonstrate behaviours and practices consistent with the principles of this policy and applicable equality legislation.

6. Legislation and Regulation

Legislation

- 6.1 This policy is underpinned by the Equality Act 2010 and other relevant legislation. Under the Equality Act 2010, RHP is committed to:
- Eliminating unlawful discrimination, harassment and victimisation
 - Advancing equality of opportunity
 - Fostering good relations between people from different backgrounds
 - Ensuring no person is treated less favourably because of a protected characteristic, which are:
 - Age
 - Disability
 - Gender reassignment¹
 - Marriage and civil partnership
 - Pregnancy and maternity
 - Race
 - Religion or belief
 - Sex
 - Sexual orientation
- 6.2 We will also have regard to:
- Human Rights Act 1998
 - Data Protection Act 2018 and UK GDPR

¹ Gender reassignment is a protected characteristic under the Equality Act 2010. Protection does not depend on someone having undergone, or intending to undergo, medical treatment. We are committed to creating an inclusive environment where people of all gender identities are treated with dignity and respect and can be themselves.

- Employment Rights Act 1996, as amended
- Relevant Employment and Equality legislation
- Health and Safety legislation.

Regulation

- 6.3 This policy supports compliance with:
- The Regulator of Social Housing Consumer Standards
 - The Governance and Financial Viability Standard
 - Housing Ombudsman Complaint Handling Code
 - Housing Ombudsman Spotlight Reports, including guidance relating to vulnerable customers and accessibility
 - Disability Confident Employer commitments.
- 6.4 This policy should be read in line with (amongst others):
- Equality, Diversity and Inclusion Strategy 2025-2028
 - RHP Code of Conduct
 - Customer Engagement Strategy
 - Vulnerable Customer Policy
 - Reasonable Adjustments Policy
 - Whistleblowing policy.

7. Expected Standards of Behaviour

- 7.1 Everyone associated with RHP is expected to treat others with dignity, courtesy and respect and in accordance with the RHP Code of Conduct.
- 7.2 We will not tolerate:
- Discrimination
 - Harassment
 - Sexual harassment
 - Bullying
 - Hate incidents
 - Victimisation
 - Any behaviour that undermines an inclusive culture.
- 7.3 We encourage a culture where colleagues, customers and partners feel confident to raise concerns, challenge inappropriate behaviour and speak up when something is not right, without fear of detriment. Anyone who experiences, witnesses or becomes aware of behaviour that conflicts with this policy should raise their concerns through appropriate channels. Concerns will be taken seriously, dealt with appropriately and, where required, investigated fairly.

8. Accessibility and Reasonable Adjustments

- 8.1 We are committed to making our services, communications and workplaces accessible.
- 8.2 We will:
- Consider accessibility when designing services and processes
 - Make reasonable adjustments where appropriate
 - Work proactively to identify potential barriers

- Seek feedback to continuously improve accessibility.

8.3 We recognise that reasonable adjustments may be required for customers, colleagues, job applicants, and others interacting with RHP.

9. Equality Impact Assessment

9.1 Equality Impact Assessments help us understand how decisions may affect different groups. We will consider Equality Impact Assessments when developing or reviewing:

- Policies
- Strategies
- Service changes
- Major projects
- Significant business decisions.

9.2 Where risks of adverse impact are identified, appropriate mitigating actions will be considered.

10. Monitoring and Assurance

10.1 Understanding our customers, colleagues and communities helps us make better decisions. We will:

- Collect diversity information sensitively and lawfully.
- Encourage customers, colleagues and board members to share diversity information voluntarily.
- Use data to identify trends, inequalities and opportunities for improvement.
- Monitor progress through relevant performance measures.
- Report key EDI information through our governance arrangements.

11. Policy Ownership and review frequency

11.1 This policy is owned by the Executive Director of Corporate Services.

11.2 This policy will be reviewed every three years, or sooner where there are significant changes to legislation, regulation or organisational requirements.

Document Control

Reason for Revision	Revision	Revised By	Revision Date	Approved By
New policy	2026	Suzanne Maguire, Executive Director of Corporate Services	16/09/2026	Board