| EXTERNALLY FOCUSSED EDI ACTIONS | | | | | |
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| **Theme** | **Key tasks** | **Evidence source** | **Desired outcome** | **Measure** | **Priority** |
| **Improve accessibility of services** | Ensure the new in-house repairs service is assessed robustly against an equality impact assessment. | Desk top review | Able to more effectively meet customers' individual needs. | Increase in satisfaction with repairs (61.2% in 24/25) | **Yr1** |
| | Quarterly resident newsletter produced for our largest estates/ estates with the highest activity, with news specific to their local area. This will be sent through the post and offered in alternative languages.<br><br>Better promote how tenants can request  preferred communication methods – e.g. paper form as well as online, large print, translated versions etc. The promotion will also be done in alternative languages. | Customer focus group | Customers feel information they receive is relevant to them, in a format that meets their needs. | Improved satisfaction that customers are kept informed (65.2% 24/25) | **Yr1** |
| | Launch new website that is accessible with Web Content Accessibility Guidelines (WCAG) 2.1. Subsequently roll out new integrated customer portal that enables customers to update their details. | Customer focus group | Able to more effectively meet customers' individual needs. | Increase in engagement metrics with the website. | **Yr1** |
| | Make sure all colleagues know how to update and find information on customer vulnerabilities on our CRM system to improve future service delivery. Remove the need for existing customers to provide evidence of vulnerability. | Colleague focus group | Improved sense of empowerment of colleagues and dignity for customers. | Improved customer satisfaction on being treated fairly (66.4% 24/25). | **Yr1** |

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| | Better tailor services to meet customers' needs based on diversity and vulnerability data (34.7% of respondents to the EDI survey disagreed or strongly disagreed that RHP treats them with dignity and respect / 30.6% report they have been treated worse by RHP due to their protected characteristics). | Customer survey | Able to more effectively meet customers' individual needs. | Improved satisfaction on being treated fairly (66.4% 24/25). | **Yr2** |
| | Review cases around accessibility and repairs, and use lessons learnt to feed into service improvements. | Desk top review | Able to more effectively meet customers' individual needs. | Increase in satisfaction with repairs (61.2% in 24/25). Reduce number of complaints related to repairs. | **Yr2** |
| | Disability - Review accessibility to RHP's services for disabled customers. (48.6% of respondents to the EDI survey considered themselves to have a disability and they had a more negative outlook on RHPs approach to every Q asked). Ensure the voice of disabled people is heard on RHP's Board and in the workforce. | Customer survey Customer focus group | Able to more effectively meet customers' individual needs. | Increase satisfaction with being treated fairly (66.4% 24/25). | **Yr3** |
| **Broaden customer engagement** | EDI strategy and policy to be made publicly available on the website and on request. | Customer focus group | EDI strategy and policy published on website. | Improved customer satisfaction with communications | **Yr1** |

| Theme | Key tasks | Evidence source | Desired outcome | Measure | Priority |
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| | Incorporate reference to how RHP will identify and then seek the views of under-represented or harder to reach groups in the Customer Engagement Strategy, particularly disabled customers. | Customer focus group | More diverse involved customers and a broader range of views. | Increase in satisfaction with how RHP listens and acts (47.3% 2024/25). | Yr2 |
| | Customer Engagement Strategy to be expanded beyond Scrutiny to include a menu of different ways that customers can engage with RHP, particularly marginalised and under-represented groups. | Desktop review | Increased resident engagement from a more diverse range of customers bringing different perspectives | Increase in satisfaction with how RHP listens and acts (47.3% 2024/25). | Yr2 |
| **Become an EDI community leader** | Promote the wider community initiatives that RHP is involved in through an EDI lens. | Desktop review | Building RHP's reputation overall as a positive and inclusive organisation | Deliver on the Public Sector Equality Duty to foster good relations between different groups, and support sustainable communities. | Yr2 |
| | Develop, deliver and publicise initiatives to celebrate the diversity of RHP's workforce, customers and community. | Desktop review

Colleague survey | Building RHPs reputation overall as a positive and inclusive organisation | Deliver on the Public Sector Equality Duty to foster good relations between different groups, and support sustainable communities. | Yr3 |
| **INTERNALLY FOCUSSED EDI ACTIONS** | | | | | |
| **Theme** | **Key tasks** | **Evidence source** | **Desired outcome** | **Measure** | **Priority** |

| Governance / housekeeping | Redraft the EDI Policy to provide a clearer separation of content between the EDI Policy and Strategy. The Policy should provide the Legislative, Regulatory and organisational context for practicing EDI. Both documents should be reviewed at least every three years. | Desktop review | Provide greater clarity for colleagues and customers on the context for practicing EDI. | Exceed EDI regulations. | **Yr1** |
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| | Disciplinary and Grievance Policies – Reasonable Adjustments section to be more generalised to cover *all* protected characteristics under the Equality Act (not just disability, and those whose first language isn't English). | Desktop review | Complying with legislation, and providing greater clarity for Managers implementing reasonable adjustments | Exceed EDI regulations. | **Yr1** |
| | Update the recruitment policy to make reference to a commitment to maintaining a diverse board and committees that are reflective of the communities they serve, and to reference the Equality Act 2010 under 'Legislation and Regulation' section at the end. | Desktop review | Attracting diverse board candidates and maintaining a vibrant board with different backgrounds and perspectives, that reflect the communities that RHP serves. | Board diversity statistics | **Yr1** |
| | Update collection of, and report on the board's own diversity data, identify any gaps in comparison to the wider community served, and target future applicants with those characteristics when recruiting. | Desktop review | Attracting diverse board candidates and maintaining a vibrant board with different backgrounds and perspectives, that reflect the communities that RHP serves. | Board diversity statistics | **Yr2** |

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| | Review recruitment practices and outcomes to ensure that there are no unfair barriers to people's career progression at RHP related to their identity. (11.3% of colleagues either disagreed or strongly disagreed that there were no unfair barriers). | Colleague survey/ Colleague focus groups | Sustain and further diversify the workforce at all levels. | Reduce the number of colleagues who disagree that there are no unfair barriers to recruitment (from 11.3%) | **Yr2** |
| | Make EDI a more explicit commitment in the next iteration of the Corporate Strategy (particularly under the Values-based theme). | Desktop review | Embed EDI in everything RHP does, and provide a 'golden thread' to all other Strategies and Policies. | Corporate strategy from 2027 onwards. | **Yr3** |
| **Data and Analytics** | Continue to increase the diversity data we hold on customers so we can better meet individual needs. | Desktop review | Having the evidence on which to make informed choices about investment in services and resources etc. | Increased customer diversity data. | **Yr1** |
| | Map RHP's Board and colleague data against customer and community data to evidence that the organisation is reflective of the community it serves. Identify any gaps. Seek to target these in future recruitments. . | Desktop review | Sustaining a diverse board with a breadth of views that are reflective of the communities RHP serves. | Board and colleague diversity data. | **Yr2** |
| **Supporting a diverse workforce** | Update the Learning & Development policy and specifically include reference to EDI training. Set out RHP's approach to fair and equal access for colleagues to undertake the new housing management qualifications and other training necessary for them to be effective in their role. | Desktop review/ Colleague focus groups | A fair and inclusive culture for all colleagues. Colleagues confident, empowered and appropriately | Increase in colleagues who believe they are developing professionally and or personally working here (79.7% 24/25) | **Yr1** |

| | | qualified to undertake their role. | | | |
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| | Work with refreshed colleague Inclusion Champion Group to promote and celebrate diversity throughout the year, as well as holding us to account where they believe we could do better. | Colleague survey | Embedding EDI and consistency of approach as an employer. | Increase in colleague satisfaction related to 'People here are treated fairly regardless of their age, disability, race, ethnic origin, sex or sexual orientation.' (88% 2024/25) | **Y1** |
| | Align internal systems so that all colleagues (including Caretakers and Repairs Operatives) can have equal access to organisational communications and information e.g. intranet and colleague newsletter. | Colleague focus groups | Improved internal communications and reduced colleague frustrations. Improve sense of belonging. | Increase engagement rates of Caretakers and Repairs Operatives across internal communication channels. | **Yr1** |
| | Better publicise our internal 'You spoke, we listened' publications to build trust and confidence that colleagues are being heard and their feedback acted upon. | Colleague focus groups | Improved internal communications and reduced colleague frustrations. | Increase colleague satisfaction with 'If I share my views, I feel my voice will be heard' (77.4% 2024/25) | **Yr1** |
| | Continue to deliver compulsory EDI training for all new colleagues, and refresher training at least annually (29.2% have respondents in the EDI survey only have a basic grasp of the Equality Act 2010, 7.8% don't know what it is or much about it). | Colleague survey | A knowledgeable workforce. An improvement in resident satisfaction. | Increase colleague's understanding of the Equality Act and associated issues (29.2% have a basic grasp / 7.8% don't know much about it 2024/25). | **Yr1** |

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| | Move from 'Committed' to 'Confident' status in the Disability Confident Employer scheme. | Desktop review | Embedding EDI and consistency of approach as an employer. | Achieve 'Confident' status. | **Yr2** |
| | Improve the personal profiles on our intranet Lighthouse and make a requirement for everyone to update so everyone knows who to contact for what. | Colleague focus group | Improved internal communications and reduced colleague frustrations. | Increase in colleague satisfaction with 'People from other teams will help me when needed' (72.4% 2024/25) | **Yr2** |
| | 24.All HR Policies to include a statement on RHP's commitment to EDI the Equality Act 2010 (as each policy is renewed). | Desktop review | Embedding EDI and consistency of approach as an employer. | Exceed expectations set out in the equality act. | **Yr3** |