



EDI framework



Chartered
Institute of
Housing

1. Its purpose

Housing professionals work everyday to tackle inequalities by providing safe, affordable homes for people across the UK. However, despite offering housing to distinct and diverse communities, our services and staff do not always reflect the uniqueness of our tenants. If the housing sector is serious about adopting and embedding equality, diversity and inclusion in the delivery of its services, it must do more.

Equality means that the housing sector is striving for a better balance in opportunities, resources, and decision-making processes for staff, customers and communities. Being more aware of and proactive about the **diversity** of customers will ensure housing organisations provide the right services and meet the right needs and aspirations. An **inclusive** housing sector acts transparently and fairly; builds good relationships; and works collaboratively with tenants, partners, customers and communities to achieve better outcomes.

This framework has been designed for landlords and for housing professionals

For individuals it compliments CIH professional standards and helps direct you towards the steps you can take to champion and improve EDI in your organisation.

For landlords it sets out a series of commitments underpinned by a range of outcomes - together, they provide a guide against which organisations and individuals can assess where they are now and where they aspire to be with regards to EDI practice in their organisations.

2. For Individuals

The framework consists of four core characteristics that individuals should be focusing on to ensure they are doing all they can to support EDI as part of their housing role:

- Integrity
- Inclusive
- Ethics
- Leadership

For each characteristic we have identified EDI outcomes and how they could be achieved by an individual.

Remember an equality outcome should further one or more of the following needs: eliminate discrimination, advance equality of opportunity and/or foster good relations.

Details on how to use the self assessment tool are noted in section 2.1 and 2.2

EDI outcomes and commitments

Professional attitudes and behaviours	As an housing professional I do this by
Integrity: You reflect on your own beliefs, behaviours and unconscious bias	<ul style="list-style-type: none">• Undertaking self-reflection and self-evaluation with regards to my housing practice• Gaining appropriate knowledge and skills• Keeping my education and training up to date
Inclusive: You recognise, value and draw on a wide range of perspectives to ensure you deliver the best possible service	<ul style="list-style-type: none">• I talk with my colleagues, team mates, peers and/or customers to reflect on my own performance and use this insight to inform service changes
Inclusive: You demonstrate sensitivity to the customs, cultures and beliefs of others	<ul style="list-style-type: none">• I recognise the cultural sensitivity about different traditions, beliefs, holidays and celebrations
Leadership: You build collaborative relationships across organisation boundaries, cultures and other disciplines	<ul style="list-style-type: none">• I work across the organisation and out with my team so that I have an understanding of different priorities and approaches
Ethics: You have a zero-tolerance approach towards inappropriate, offensive or discriminatory behaviour	<ul style="list-style-type: none">• I act when I hear any inappropriate offensive or discriminatory behaviour
Inclusive: You encourage a diversity of views and experiences, understand variations and listen to all relevant voice	<ul style="list-style-type: none">• I utilise different models of engagement for teams to use to draw out diverse views and opinions• I listen to plurality of views and demonstrate responsiveness accordingly

2.1 How individuals should use it

The framework is designed to support housing practitioners embed a commitment to EDI within their own professional development

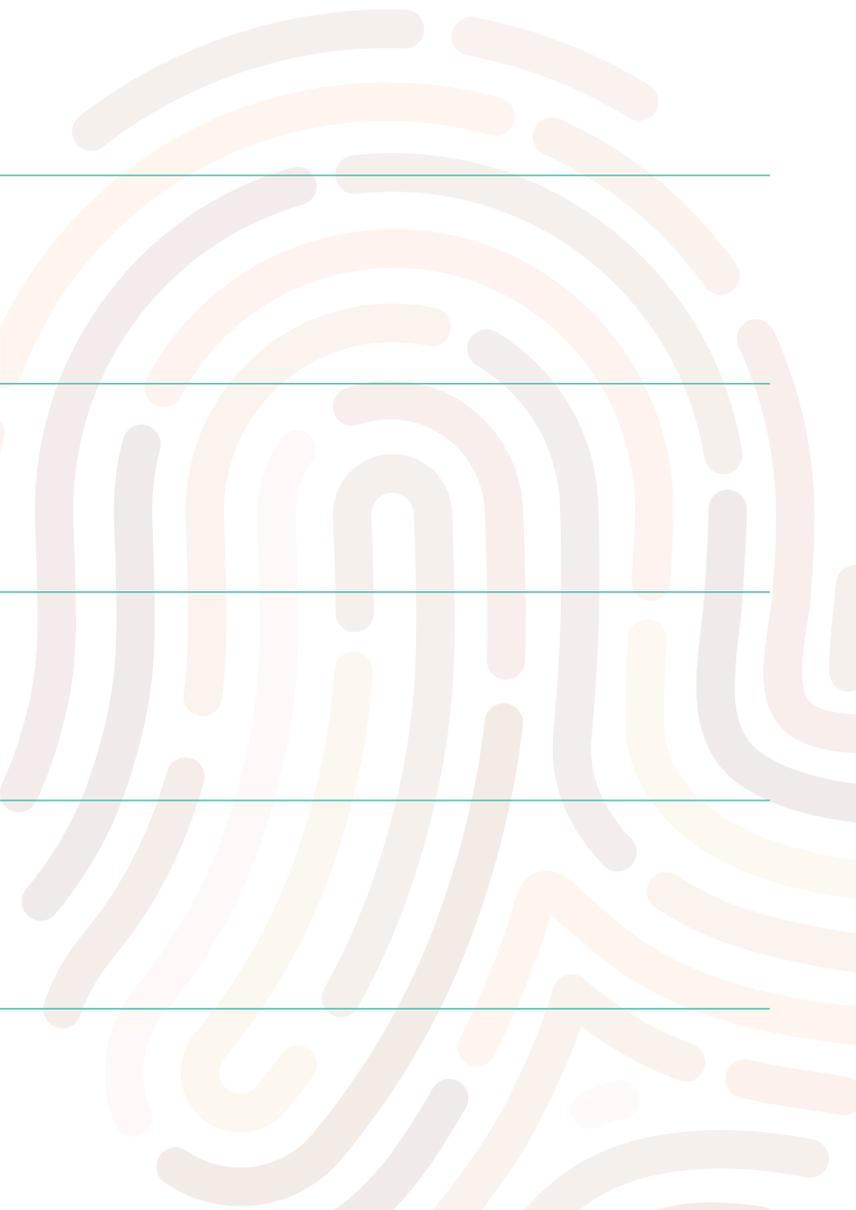
You can engage with the framework on a number of levels:

- Use the self-assessment template (below) to assess your current approach to EDI
- Use the CIH professional standards self-assessment tool to provide an objective assessment of your approach to housing practice
- Sign up to the CIH mentoring platform in order to build collaborative and supportive relationships out with your organisation
- Join/ initiate a staff EDI group.

2.2 Template for individuals and EDI self-assessment

Professional attitudes and behaviours

EDI Outcome to be achieved	Existing actions to achieve outcome	Action/improvement (if required)
a. I challenge my own beliefs, behaviours and unconscious bias		
b. I recognise, value and draw on a wide range of perspectives to ensure that they deliver the best service		
c. I demonstrate sensitivity to the customs, cultures and beliefs of others		
d. I build collaborative relationships across organisation boundaries, cultures and other disciplines		
e. I have a zero-tolerance approach towards inappropriate, offensive or discriminatory behaviour		
f. I encourage diversity of views and experiences, understand variations and listen to all relevant voices		



3. For landlords

The framework consists of three core characteristics that landlords should be focusing on to improve EDI in their organisation

- Professional attitudes and behaviours
- Inclusive leadership and organisational culture
- Involved and empowered customers in the communities where we work.

For each characteristic we have identified an EDI outcome and how it could be achieved by a landlord.

Remember an equality outcome should further one or more of the following needs: eliminate discrimination, advance equality of opportunity and/or foster good relations.

Details on how to use the self assessment tool is noted in section 3.1 and 3.2

EDI outcomes and commitments

Professional attitudes and behaviours	As an housing professional I do this by
Staff challenge their own beliefs, behaviours and unconscious bias	<ul style="list-style-type: none">• Supporting staff to undertake self-reflection and self-evaluation with regards to their housing practice• Supporting staff to gain appropriate knowledge and skills• Commit to keeping staff education and training up to date
Our staff recognise, value and draw on a wide range of perspectives to ensure that they deliver the best service	<ul style="list-style-type: none">• Consulting regularly with our tenants and customers, providing clear channels for them to feedback and using this insight to inform service changes
Teams demonstrate sensitivity to the customs, cultures and beliefs of others	<ul style="list-style-type: none">• Ensuring there is staff training about cultural sensitivity and different traditions and beliefs• Recognising cultural holidays and celebrations
Our staff build collaborative relationships across organisation boundaries, cultures and other disciplines	<ul style="list-style-type: none">• Utilising secondment, job sharing and placements so that staff have experience working in other disciplines and have an understanding of different priorities• Leaders identifying cross-organisational initiatives that help catalyse collaboration
All teams have a zero-tolerance approach towards inappropriate, offensive or discriminatory behaviour	<ul style="list-style-type: none">• Providing models of engagement for teams to use to draw out diverse views and opinions• Listen to plurality of views and demonstrate responsiveness accordingly

Inclusive leadership and organisational culture	As an organisation, we do this by:
Equality and diversity is driven from the top	<ul style="list-style-type: none"> Establishing strong and diverse leadership from our governing board/committee, and senior team by endorsing commitment to equality and diversity across all nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation; and supporting an understanding of the role of human rights in housing
Equality and diversity informs our business planning	<ul style="list-style-type: none"> Ensuring that equality and diversity lies at the heart of our business planning process and informs our investment decisions, how we design and deliver value for money services, how we procure services; and how relationships with partners, suppliers, contractors, customers and communities are sustained Undertaking equality analyses which show how equality and diversity informs our business objectives and equality analyses are transparent, monitored, reported and acted upon. This will include how we review and improve our services to ensure that they are fair and accessible for our existing customers and to future customers
Equality and diversity shapes our organisational culture	<ul style="list-style-type: none"> Ensuring equality, diversity and inclusion inform recruitment and staff development - the staff we employ represent the communities we serve. This is informed by regular review of our recruitment process to identify areas of bias (if applicable) and implement processes to continually monitor positive/negative trends in recruitment and in the selection of staff professional development. Making our commitment to equality, diversity and inclusion public, clear and transparent - all language, imagery, policies, procedures, and publicity are inclusive and representative of our diverse communities. Information is provided in alternative or accessible formats where this is required Operating a zero tolerance approach to discriminatory attitudes or practice from staff, partners, contractors, suppliers, customers and individuals in the communities in which we work. We will continue to work closely with our partners, contractors and suppliers to promote diversity and inclusion to eliminate inequalities Enabling staff to have the opportunity to shape and influence the delivery of fair and accessible services and establish their own equality groups and networks to provide organisation oversight

Involved and empowered customers in the communities where we work	As an organisation, we do this by:
We know who our customers are	<ul style="list-style-type: none"> • Pro-actively using customer data to develop insight & information to help us develop fair and accessible services • Understanding how customer data can improve our organisation and where service improvements have been made - we will share our successes • Developing our capacity to understand and respond to the housing needs and aspirations of migrants and new arrivals in the communities which we serve • Developing our capacity to understand and respond to the housing needs and aspirations of future customers in their diversity • Regularly reviewing, monitoring, refreshing and measuring against our strategic plan and business objectives for equality, diversity and inclusion • Customer data collection is informed by best practice, is undertaken confidentially and in line with the Data Protection Act 1998
We involve our customers in shaping and scrutinising services	<ul style="list-style-type: none"> • We actively encourage and pro-actively seek the involvement of all customers, including but not limited to all nine protected groups characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, in the shaping and delivery of fair and accessible services • We provide structures, resources, training and capacity building opportunities for customers to enable them to contribute to the delivery of fair and accessible services • We effectively empower our tenants to scrutinise, monitor and review our services for equality and diversity - we provide our customers with regular, robust and appropriate information in accessible formats which have been agreed with them and customers are encouraged to challenge our performance in relation to equality and diversity. We will report to our customers on our progress
We represent the communities we serve	<ul style="list-style-type: none"> • We build visible links with local, diverse and representative community groups and community advocates to strengthen our relationships with the communities which we serve and to build trust • We work openly with partners and other service providers in the community to ensure that our services are representative and diverse and to ensure that the diverse customers which we serve are safe and secure in their homes and communities
We support the communities which we serve	<ul style="list-style-type: none"> • We work with the communities which we serve and with community partners to advance equality of opportunity and foster good relations between different groups within the communities which we serve • We will work with the communities which we serve and with community partners to eliminate discrimination, tackle harassment, hate incidents and hate crime and domestic violence

3.1 How landlords should use it

The Framework is designed to support landlords to embed a commitment to EDI to provide better services.

You can engage with the framework on a number of levels:

- Sign up to the outcomes and commitments online
- Use the self-assessment template to test your current service approach and policies
- Use the self-assessment template to develop and improve your service and policies
- Share the framework at local and strategic level and use it to inform the returns to the Regulator- demonstrating your commitment to EDI
- Utilise the training and resources highlighted in this framework

3.2 Template for landlords: Housing and EDI self-assessment

EDI Outcome to be achieved	Existing actions to achieve outcome	Action/improvement (if required)
Staff challenge their own beliefs, behaviours and unconscious bias		
Our staff recognise, value and draw on a wide range of perspectives to ensure that they deliver the best service		
Teams demonstrate sensitivity to the customs, cultures and beliefs of others		
Our staff build collaborative relationships across organisation boundaries, cultures and other disciplines		

All teams have a zero-tolerance approach towards inappropriate, offensive or discriminatory behaviour		
Our teams promote diversity of views and experiences and understand variations and listen to all relevant voices		
Equality and diversity is driven from the top		
Equality and diversity informs our business planning		
Equality and diversity shape our organisational culture		
We know who our customers are		
We involve our customers in shaping and scrutinising services		
We represent the communities which we serve		



4. Resources and training

- Behavioural Insight Team report into evidence based approaches to womens equality: <https://www.bi.team/publications/how-to-improve-gender-equality-in-the-workplace-evidence-based-actions-for-employers/>
- CIH professional standards: <https://www.cih.org/professional-standards>
- CIH professional standards eLearning modules: <https://www.cih.org/professional-standards-elearning-modules>
- Equality and Human Rights Commission public sector guidance: <https://www.equalityhumanrights.com/en/advice-and-guidance?who=public-sector>
- Equality Commission for Northern Ireland: <https://www.equalityni.org/>
- Housing Diversity Network: <https://www.housingdiversitynetwork.co.uk/>
- Local Government good practice examples: <https://www.local.gov.uk/our-support/equality-diversity-and-inclusion-hub/equality-diversity-and-inclusion-good-practice>
- National Federation of Housing Associations section on EDI: <https://www.housing.org.uk/our-work/diversity-and-equality/>
- Path Scotland: <https://pathscotland.org.uk/>
- UK Government report on race and ethnic disparities including recommendations: <https://www.gov.uk/government/publications/the-report-of-the-commission-on-race-and-ethnic-disparities>