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HOS
 \cap = σ
RSH

Stress is frequently represented by a lowercase Greek letter sigma (σ)

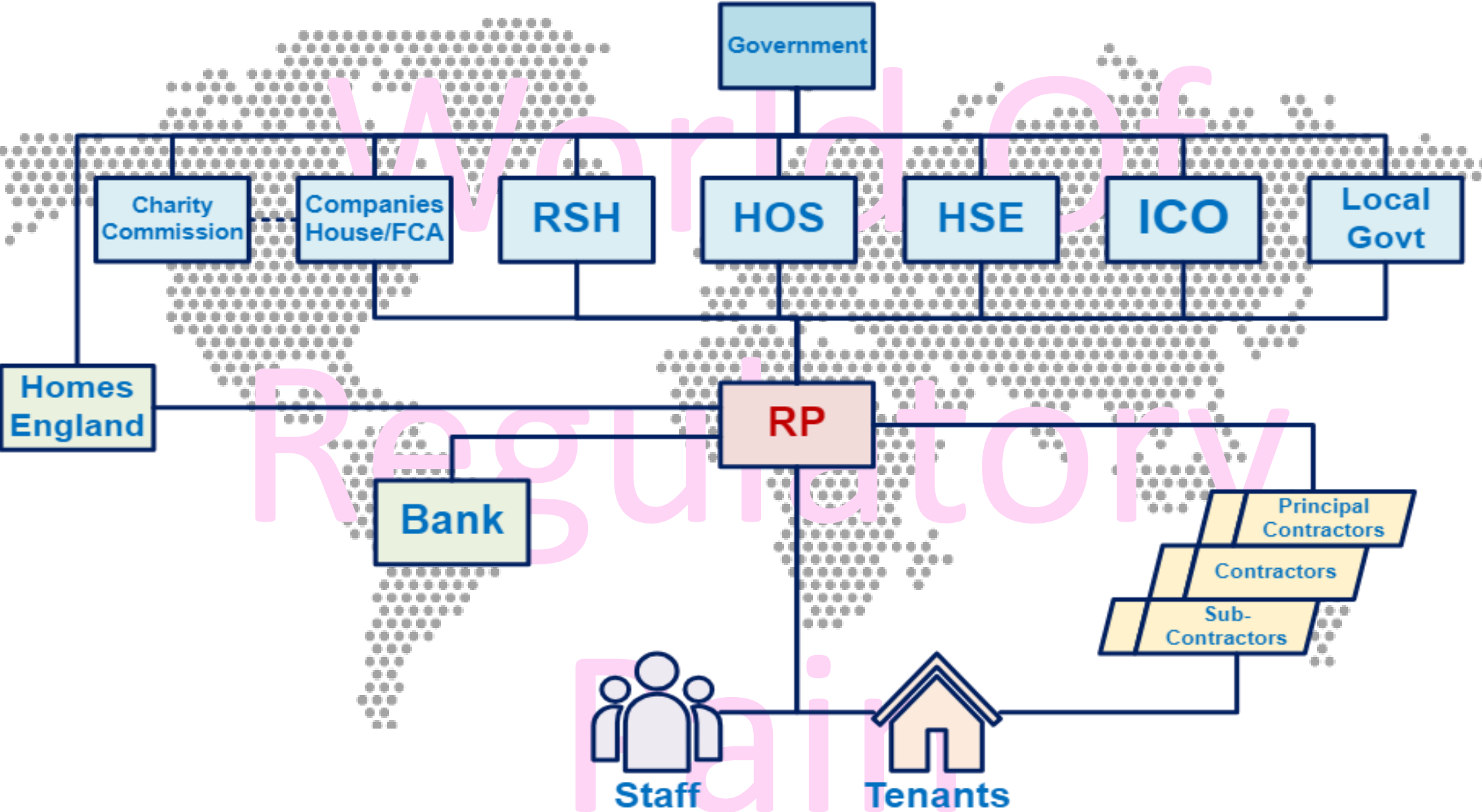
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Your Attention Is Directed To This Note

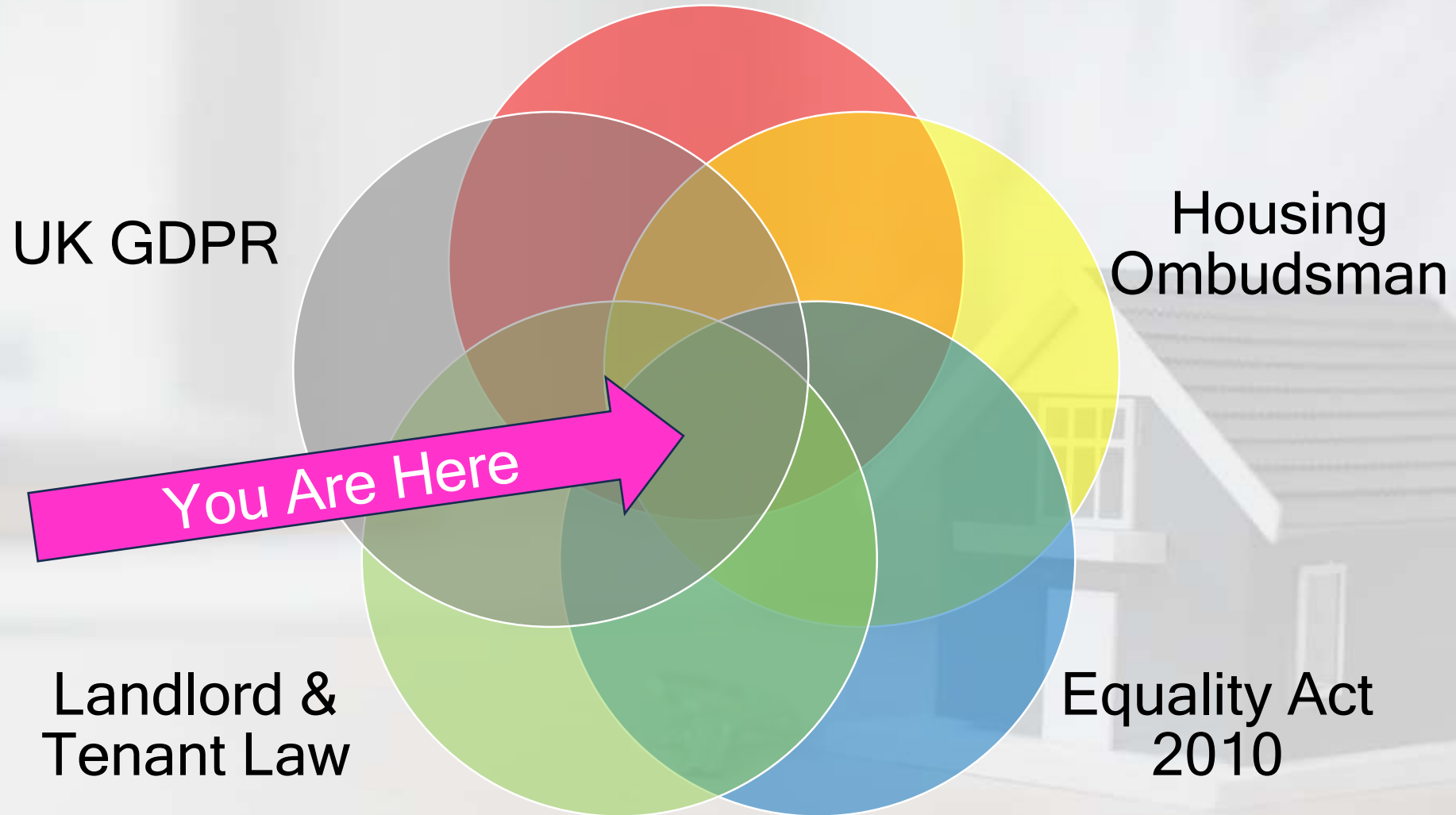
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RSH Regulatory Standards



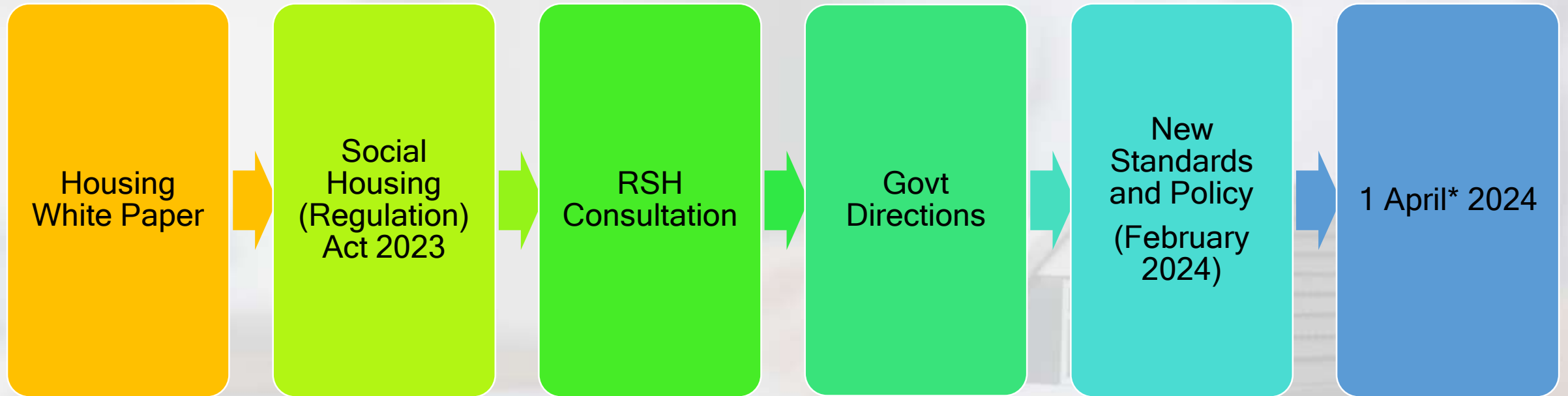
UK GDPR

Housing Ombudsman

You Are Here

Landlord & Tenant Law

Equality Act 2010



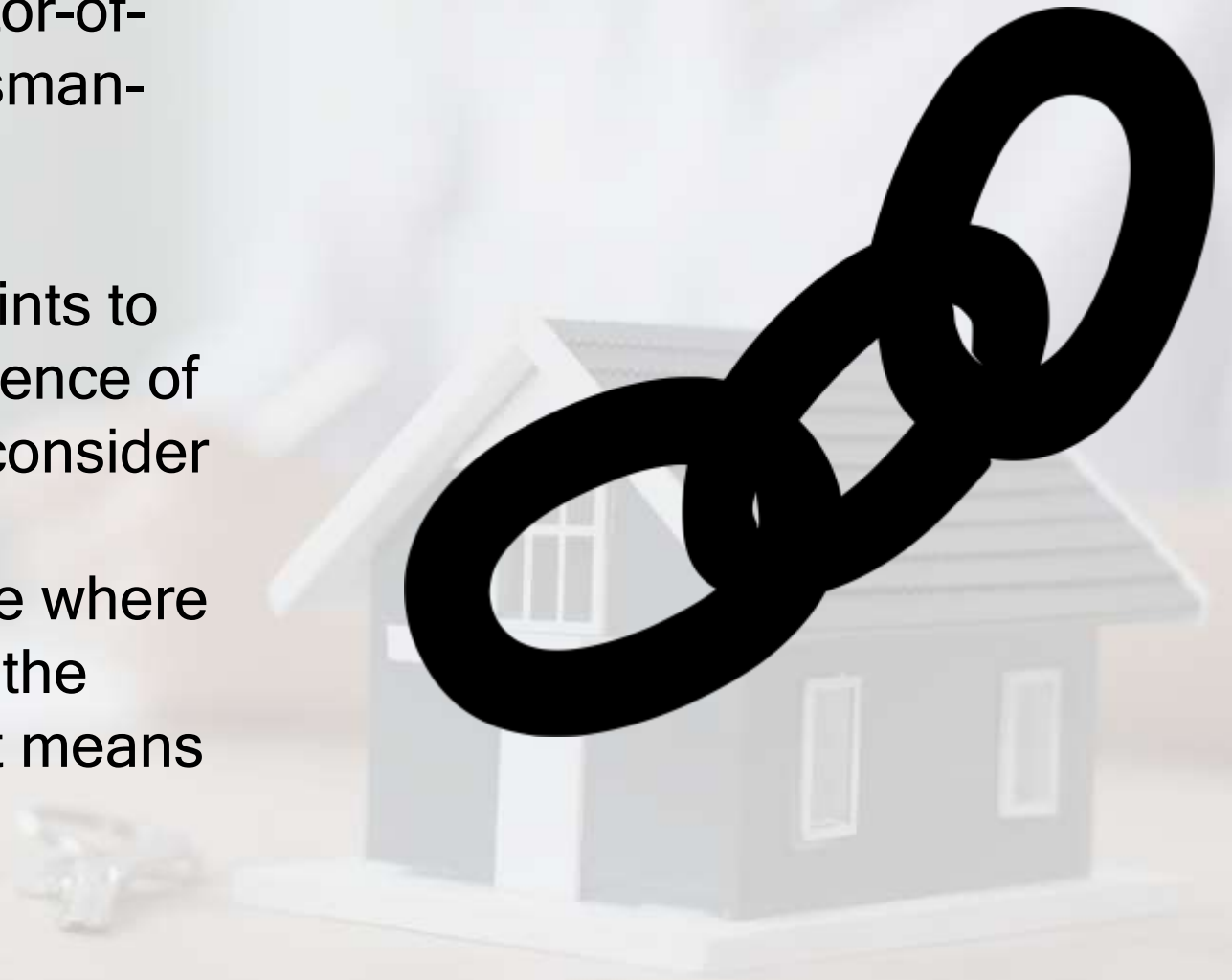
Housing Ombudsman
Service
Spotlight report January
2024

“A Relationship of Equals”

* Yes, *that*
April 2024.

From
<https://www.gov.uk/guidance/regulator-of-social-housing-and-housing-ombudsman-service-factsheet>:

“The **Ombudsman** may refer complaints to the **Regulator** where it suspects evidence of systemic failure. The **Regulator** will consider all the information received through complaints and referrals to determine where there has been a **wider failing** within the landlord’s systems or processes that means the landlord has **failed to meet the Regulator’s standards.**”



Transparency, Involvement and Accountability Standard

1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.

2.11 Registered providers must use relevant information and data to:
understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and
assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.

2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.

2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.

2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services

Code Of Practice - Transparency, Influence and Accountability

- Diverse needs - look for indirect discrimination
- Process personal information in compliance with relevant legislation and ICO guidance
- Make tenants aware of how services are tailored to meet their needs
- Simple and accessible to nominate a representative to act...in interactions with the Landlord
- Genuine consideration of Tenants' views...at the heart of RPs' different levels of decision-making about...Landlord services
- Reasonable steps to ensure...equitable opportunity...in influencing strategies, policies and services
- Self-referral - if unsure whether issue is material: self-report

Code Of Practice - Transparency, Influence and Accountability

- 31 - Registered providers are expected to **consider the diverse needs** of their **tenants** (and prospective tenants, where relevant) in relation to the housing and landlord services they provide. **This consideration should be integral to the culture of the organisation.**
- Examples of how registered providers can **take action to deliver fair and equitable outcomes** for tenants may include investigating any complaints of alleged discrimination from tenants promptly and implementing any relevant learning, providing **regular equality, diversity and inclusion training** for staff, board members or councillors, and carrying out work to **understand the barriers** different groups of tenants might face **in accessing services** and **working to remove** those barriers.

Code Of Practice - Transparency, Influence and Accountability

- 32 - Registered providers are expected to have **robust information** about their tenants so that they can deliver **fair and equitable outcomes** for tenants in relation to the housing and landlord services they provide. This should **include, but not be limited to, relevant information on protected characteristics**, and any **support or communication needs**.
- 33 - It is for registered providers to work with tenants to decide the most effective approach to **gathering this information and keeping it up to date**, and to share with tenants **how they will make use of the data**. Registered providers should explore a **range of methods for collecting** this information from tenants to encourage a good response rate. For example, via periodic face-to-face contact with tenants or other appropriate points of contact with tenants. As part of their approach registered providers should process personal information in compliance with **relevant legislation** and the **Information Commissioner's Office guidance**.

Language is the liquid that we're all dissolved in

Great for solving problems

After it creates the problems

Blame It On The Tetons - Modest Mouse

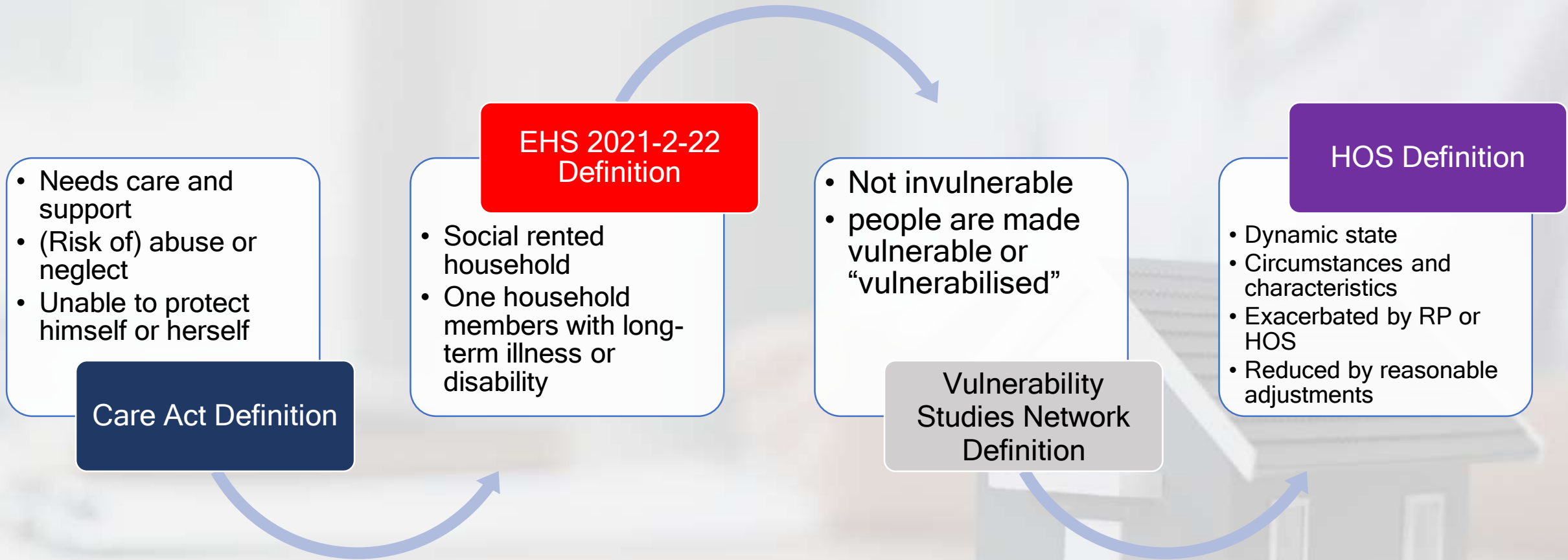


“Diverse Needs”

- No definition of 'diverse needs' in the Standards or Code of Practice.
- Examples from the Standards/Code of Practice:
 - Language barriers
 - Digital exclusion
 - Need for a representative/advocate
 - Older/disabled tenants
 - Victims of domestic abuse or anti-social behaviour
 - Overlaps with protected characteristics in Equality Act 2010 but does not require a protected characteristic. For example:
 - Digital exclusion due to poverty
 - Being a victim of ASB



“Vulnerable”



Data Protection:

Impact Assessments

Data Minimisation

Technical and Organisational Measures

Reasonable Adjustments:

Equality Act concept connected to Disability
How does that address dynamic vulnerability?

Reasonable adjustments²

Parting Thoughts

How to Communicate:

Not website

Not email

Not letters

Then what?

Trying Too Hard:

“it is not sufficient to merely meet legal requirements”

Watch out for virtuous mission creep

Coming Soon To A Concert Hall Near You...

Forbes Housing
Conference

Risky Business: Helping
You Make Strategic
Decisions in a Regulated
Sector

19 April 2024

Bridgewater Hall,
Manchester

Regulator of
Social
Housing

Zurich
Insurance

BDO

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forbessolicitors.



Daniel Milnes

Partner, Governance, Procurement & Information



Daniel.milnes@forbessolicitors.co.uk



0333 2074234



Paul Gorton

Associate, Housing Litigation



Paul.Gorton@forbessolicitors.co.uk



01772 220387

Get in Touch

Our specialism, partnership approach, "one-stop-shop" service, size of our team, quality of our lawyers and value for money approach is what differentiates us from our competitors.

